

November 12, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

Dear Ms. Dortch:

Attached is the Application (with 4 copies) for renewal of Alabama's State Telecommunications Relay (TRS) program, per the FCC's Public Notice of May 1, 2002.

The State point of contact is

Judy McLean
(334) 242-5025
jmclean@psc.state.al.us

ALABAMA DUAL PARTY RELAY FUND COMMITTEE

Jerry Renfroe

Judy McClean

Carl L. Evans

Darrell Baker

cc: Dana Jackson, FCC, Consumers and Governmental Affairs Bureau

ALABAMA'S TELEPHONE RELAY SYSTEM (TRS)

Brief Summary of Background and History

On April 12, 1988, a law enacted by the Legislature of Alabama and approved by the Governor, Act 88-259, authorized the Public Service Commission to impose a surcharge on each access line for local exchange customers in Alabama to fund a dual-party relay system. The surcharge established by the Public Service Commission is based on the amount necessary to implement and maintain such system. The Commission was charged with implementation of a dual-party relay system within the State with the local exchange companies collecting the surcharge from their customers and transferring the monies collected to a private fund to be held separate from all other funds and used solely for the administration of the system.

On June 10, 1988, in Docket U-3089, the Commission issued an Order establishing the Alabama Dual-Party Relay System and a surcharge of \$0.20 per customer per month. On July 11, 1988, the Commission designated a committee to administer the fund. The committee was directed by the Commission to select a Trustee; select an auditing firm for annual audits; select legal counsel when necessary; prepare reports on fund activities; review reports of revenue and expenses; authorize disbursement of funds; and perform any other duties necessary in administration of the Dual-Party Relay System. From 1988 till December, 1994, the surcharge was adjusted from \$0.20 to \$10 and finally to \$0.15 per customer per access line where it remains till present.

The Accounting Firm of Coopers and LyBrand was selected to audit the fund and a contract entered into with AT&T Communications of the South Central States to operate Alabama's Telephone Relay System. A copy of Act 88-259 of the Alabama Legislature is shown in **Appendix A**.

Contract Status

The current contract with AT&T (see **Appendix B**) was effective on March 1, 2002 and ends on February 28, 2004.

Complaint Procedure

TRS user complaints may be filed with the Commission's Consumer Service Division. Complaints may be submitted by telephone, FAX, mail, or in person at the Commission's offices. The point of contact at the Commission is:

Judi Dykema
Alabama Public Service Commission
P.O. Box 304260
Montgomery, AL 36130
(334) 242-5211 [Voice], (334) 242-5209 [FAX]
jdykema@psc.state.al.us

A copy of the Commission's Rule on Complaints is included as **Appendix C**.

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OPERATIONAL STANDARDS

COMMUNICATIONS ASSISTANT STANDARDS:

Communications Assistant Job Description

Communications Assistants are employed by providers of TRS to relay conversation between hearing disabled, speech disabled and voice customers. A Communications Assistant (CA) is a person who transliterates conversation from text to voice and from voice to text between two end users of Telecommunication Relay Services (TRS).

Required skills for the Communications Assistant:

- Typing speed minimum requirement of 60 wpm (FCC mandated requirement)
- Spelling accuracy
- Excellent Listening skills
- Good pronunciation and voice intonation
- Customer service skills
- Awareness of deaf community and culture, knowledge of ASL helpful
- Spanish Language Certification (for Spanish Language CA job function only)

Job Functions and Responsibilities for the Communications Assistant:

- Prompt acknowledgment and response to each relay caller
- Respond to any customer requests and/or inquiries directed toward CA by the TRS user
- Relay verbatim all conversations and messages between a TTY user or a speech disabled user and a voice caller, with accuracy and efficiency
- Remain uninvolved in customer conversation, no intrusion into conversational content
- Absolute confidentiality of any customer conversation and communication - adhere to strict code of ethics
- Prepare and send accurate billing records for each completed relay call

Employment Criteria:

- Basic Aptitude Test
- Work Preference Inventory
- Typing Test
- Criminal Background Check
- Drug Screen

Quality Assurance:

Every other month, AT&T makes 300+ 'mystery shopping' test calls to our relay centers to verify compliance with different methods and procedures.

AT&T conducted AT&T Relay Services (ARS) Centers WPM typing speed tests between January – June 2002. These tests reflect an average of 76 wpm across AT&T's six centers in operation at that time.

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AT&T RELAY SERVICES INITIAL TRAINING OUTLINE (GENERIC):

AT&T Relay Services is committed to training and developing a high-quality professional team of Communication Assistants. Professional development is ongoing and supervised by Center Management regularly. Individual development and continuation training is deployed based on individual performance assessment and diagnostics.

Here is a general outline of the ten-day Initial Training program:

Day 1: Cross cultural Training

- Includes introduction to deaf culture, confidentiality and customer privacy, demonstration calls and customer service principles.

Day 2: Cross cultural Training (continued)

- Includes more-indepth coverage of deaf culture, ASL introduction and recognition.

Day 3: Introduction to Basic Relay

- Includes reinforcement of customer service principles, introduction to TTY, Relay terminal, Hot keys, Billing, automation and basic call handling
- Typing development and assessment

Day 4: Introduction to Basic Relay (continued)

- Includes reinforcement of previously shared topics, as well as introduction of Voice Carryover calls, call processing for recorded messages and message retrieval, including the use of the Play Back Device
- Practice calls conducted
- ASL review
- Typing development and assessment

Day 5: Introduction to Basic Relay (continued)

- Introduction to Beepers, Pagers and Wireless calls
- Restricted Toll free procedures
- Directory Assistance requests
- Reinforcement of customer service principles and review of previously shared topics
- Typing assessment conducted
- Practice calls and individual performance diagnostics conducted

Day 6: Introduction to DNIS Switched Call Handling and Emergency Calls

- DNIS switched calls – what are they, how do you DNIS switch relay calls
- Overview of 711
- ASL review
- CSIDS Database for reference information
- Introduction to Emergency Call Handling procedures
- Typing development
- Practice calls

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AT&T RELAY SERVICES INITIAL TRAINING OUTLINE (Continued)

Day 7: Emergency Call Procedures and Alternate Billing Procedures

- Emergency Call Procedures – conclude and reinforce critical concepts
- Procedures for Commercial Credit card, prepaid card, coin calls, Carrier of Choice Typing development
- Practice calls

Day 8: Specialty Calls and Requests

- Introduction of Special instruction windows
- 711 originated call processing
- International calls
- Telebraille
- Hearing Carry over calls
- Detariff concept
- Typing development and assessment
- Practice calls

Day 9: Specialty Calls, continued

- 900 calls
- STS customers and calls
- IP Relay
- Two line VCO and Reverse two line VCO
- Practice calls

Day 10: Review of Key Concepts and Performance Diagnostics

- Deaf culture and ASL recognition
- Customer confidentiality and privacy
- Customer Service principles
- Emergency Call handling
- Practice calls
- Individual Typing Assessment
- Individual Performance Diagnostics

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CONFIDENTIALITY AND CONTEXT:

Corporate Level:

AT&T has a strong history of protecting customer privacy and customer information. Our corporate guidelines for business ethics and integrity – called the AT&T Code of Conduct – cite protection of customer information and privacy as a paramount responsibility of every AT&T employee.

Relay Organization and Individual Level:

AT&T Relay Services continues this rigorous standard for Relay employees. Each Relay employee is required to pledge, sign and adhere to the CA Pledge of Confidentiality and Code of Ethics. These documents are required on the first day of employment. All Relay employees are regularly reviewed on these critical requirements and documentation on their understanding and compliance is retained in personnel files. Relay team employees understand that breaches in customer confidentiality and privacy will jeopardize their employment and could result in termination of employment.

Attachment 1 – AT&T Confidentiality Policy
Attachment 2 – CA Pledge of Confidentiality
Attachment 3 – CA Code of Ethics

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Attachment 1 – Corporate Confidentiality Policy

AT&T Confidentiality Policy Privacy of Communications

Over the years, privacy of communications has been basic to AT&T's business, not only because it is required by law, but because the public has placed its trust in the integrity of AT&T's people and service. All AT&T customers have the right to expect and demand that their conversations are kept private.

With the ever-increasing volume of data transmission over the network, this trust has taken on a special significance at AT&T. Today it is the responsibility of every AT&T employee to protect not only the privacy of conversations on the network, but also the flow of information in data form, that in the wrong hands could have serious economic or legal consequences for the parties involved.

Our basic rules for privacy have not changed. Violating any one of them could tarnish a reputation AT&T has worked hard to maintain over many years. The basic rules are:

- Don't tamper with or intrude upon any transmission, whether by voice, non-voice, or data.
- Don't listen to or repeat anyone else's conversation or communication, or permit them to be monitored or recorded except as required in the proper management of the business.
- Don't allow an unauthorized person to have access to any communication transmitted over AT&T facilities. This includes divulging information about who was speaking or what was spoken about, except as authorized by the customer or required in the proper management of the business.
- Don't install or permit installation of any device that will enable someone to listen to, observe, or realize that a communication has occurred, except as authorized by an official service or installation order in accordance with Company practices.
- Don't use information from any communication, or even the fact that a communication has occurred, for your personal benefit or for the benefit of others.
- Don't disclose information about customer billing arrangements, or the location of equipment, circuits, trunks, and cables to any unauthorized person.

Contact the AT&T Corporate Security Organization if you believe that the privacy of any communication has been compromised, or if you receive a subpoena, court order, or any other type of request for information from anyone (including law enforcement and other government agencies) concerning any AT&T service.

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Attachment 2 – CA Pledge of Confidentiality

PLEDGE OF CONFIDENTIALITY

I, the undersigned Communications Assistant for the AT&T Telecommunications Relay Service, do hereby recognize the serious and confidential nature of this position and therefore promise in all good faith and conscience to abide by the following guidelines:

1. Under no circumstances will I disclose to any individual the identity of any caller or information I may learn about the caller while relaying his/her messages.
2. Under no circumstances will I act upon any information I may learn while relaying.
3. Under no circumstances will I disclose to anyone the names, schedules, or personal information of any fellow Communications Assistant or supervisor working here at the AT&T Telecommunications Relay Service.
4. I will share upon request any information about the caller with persons who have a supervisory function over my work.
5. In the event of my resignation or termination of my employment, I will continue to hold in strictest of confidence all information related to the work I have performed as a Communications Assistant.

Name (*sign*) _____

Name (*print*) _____ Date _____

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Attachment 3 – CA Code of Ethics

CA CODE OF ETHICS
<p>1) Communication Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.</p> <p>2) Communications Assistants must never give out telephone numbers.</p> <p>3) Communication Assistants must never give out information about themselves except their gender and CA number.</p> <p>4) Communications Assistants will convey the content and spirit of the speaker.</p> <p>5) Communications Assistants will not counsel, advise nor express personal opinions except the tone of voice of the voice person.</p> <p>6) Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Conduct.</p> <p>I have read and understand each of the Codes and I hereby pledge to abide and uphold the Code of Ethics.</p> <p>Name (<i>sign</i>) _____</p> <p>Name (<i>print</i>) _____ Date _____</p>

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TYPES OF CALLS:

See the attachment entitled "AT&T TRS Service Features"

Operational Standards

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AT&T TRS SERVICE FEATURES:

<i>Feature</i>	<i>Description</i>
AT&T Relay Customer Service (RCS) www.att.com/relay	RCS is staffed by dedicated attendants to answer customer inquiries, accept commendations and resolve complaints regarding Telecommunications Relay Service. Customers can reach AT&T RCS via nationally published 800 toll free numbers, 1-800 682-8786 (TTY) or 1-800 682-8706 (Voice) or online at http://www.att.com/relay/feedback.html
Automatic Error Correction	AT&T TRS automatically corrects common CA typographical errors and will spell out non-TTY abbreviations that may be used by the CA in voice to text translation. TTY customers may elect to turn this feature on or off in their Relay Choice SM Profile.
Automated Route Selection (ARS)	ARS routes outgoing calls over the public switched network based on the preferred route available at the time the call is placed. (comment: don't know what this is and how it works with IP relay.)
Automatic Number Identification (ANI)	With ANI, the calling party's number is delivered to the relay center.
Background Noise Option	CAs communicate to the TTY users not just spoken words from the voice user, but also any appropriate sounds that can be detected over the telephone, providing additional information to the TTY users. When this feature is selected as part of the Relay Choice SM Profile, the TTY user can elect not to be advised of background noises.
Billing Equivalency for Consumers	AT&T provides flexible billing options through a customer's local exchange company, AT&T, or other long distance companies so that relay users have the same billing options as non-relay users (subject to billing availability)
CA Relief	CAs answering and placing a TTY-based call must stay with the call for a minimum of 10 minutes and Speech-to-Speech CAs must stay with the call for a minimum of 15 minutes
CA Typing/Text Pacing	Text pacing is a unique feature of the AT&T Relay 2000 Platform that enables a CA's typing to be buffered in the system allowing the TTY user to receive the transmitted message at a pace comfortable for the user. Telebraille users and elderly TTY users find this feature extremely helpful. This feature does not affect or impede the natural conversation speed of the non-TTY user, nor does it affect or impede the CA's natural typing speed.
Caller ID	A new, fully technically automated Caller ID feature to allow Caller ID subscribers to receive the calling party's ANI and/or to block unwanted calls.
Calling Card Billing Capability	AT&T accepts AT&T and non-proprietary LEC calling cards for billing local and toll intraLATA and interLATA calls.

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<i>Feature</i>	<i>Description</i>
Carrier of Choice	As part of the Relay Choice SM Profile, VCO or HCO will be automatically activated for both outbound and inbound calls through relay.
Carryover Preference Option	With AT&T's state of the art relay platform, TTY users can request a VCO or HCO call by simply typing VCO or HCO. The carryover feature will be automatically activated before the CA comes on line. Or, if customers prefer to speed up their call, they may select VCO or HCO as their preferred carryover option on their Relay Choice Profile. Whenever a call is placed from or to the profiled number, the VCO or HCO option will be automatically activated.
Coin Sent-Paid Calls	AT&T worked alongside the FCC in determining the best alternatives with regard to coin sent-paid calls. AT&T TRS is capable of handling these call types in accordance with the most recent FCC Order. The FCC has granted a temporary suspension that exempts relay coin sent-paid calls from the existing order mandated by the ADA in 1990. The current alternate plan is for free local calls when relay users make calls from a pay phone. AT&T supports this, and provides the service accordingly.
Commercial Credit Card Billing	AT&T accepts commercial credit cards (e.g., MasterCard, Diners Club, American Express, etc.) for billing any domestic relay. Verification of credit card is required before call can be completed.
Connection Mode Option	Part of the Relay Choice SM Profile, the caller will be automatically connected in the mode (ASCII, Baudot, Voice, other) of preference for both outbound and inbound calls through relay.
Consumer Complaint Logs	AT&T Relay Services welcomes and encourages customers to file their comments and feedback about the service received. AT&T maintains daily tracking of complaints through a sophisticated CICS (Comments Inquiry Complaints System) database.
Quality Assurance	Every other month, we make 300+ "mystery shopping" test calls to our centers to verify compliance with different methods and procedures.
Directory Assistance Capability	Text relay users can call the relay service to request relay calls to any intrastate or interstate directory assistance bureau. Charges may apply.
Emergency Call Handling	AT&T provides CAs with immediate and direct access to a database that contains thousands of emergency agency (police, fire, ambulance) listings. Using the caller's calling number or ANI, the CA can quickly secure the emergency agency listing and complete the relay call to the emergency agency for rendering of emergency services. However, Emergency Call Handling is no substitute for a direct call to 911 and end users should not use it instead of 911.
Fully Integrated Computerized Workstations	The AT&T Relay 2000 Product Platform is our single integrated workstation which combines the dialing, billing and relaying aspects of the call, making maximum use of macro function keys and smart messages. These workstations were ergonomically designed around the health and well being of the Communications Assistants.

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<i>Feature</i>	<i>Description</i>
Hearing Carryover (HCO)	HCO enables TTY users who can hear to directly hear the voice person's message. The CA then voices the TTY user's typed response back to the voice caller. When this feature is selected as part of the Relay Choice SM Profile, the caller will be automatically connected in the HCO mode for both outbound and inbound calls through relay.
Hearing Carryover with Privacy	This feature allows for more call privacy, because the CA does not hear the voice part of the conversation.
Hearing to Hearing Relay (HTH)	HTH expands the HCO capability by allowing two speech-impaired individuals to hear the CA read the typed conversations.
Hearing Carryover to TTY (HTT)	HTT allows a relay call between a hearing carry-over user and traditional TTY user. The HCO user can listen to the CA voice the other TTY user's message. The CA will then transmit the HCO user's message to the TTY user.
Higher Transmission Speeds	AT&T's relay service will connect to and communicate with current industry standard protocols.
Integrated Services Digital Network (ISDN)	ISDN adds an incremental level of professionalism to our already automated inbound call center, integrating voice, data, and other services over a single pair of telephone wires.
Interactive and Non-Interactive Beepers/Pagers	AT&T will process calls to interactive beepers/pagers. Interactive beepers/pagers provide the caller with instructions and information about the service and allow the caller to enter the requested information. These calls can be relayed to the TTY user. Relay calls that terminate to non-interactive beeper/pager services are handled as a relay call. The CA will relay exactly what is heard without adding any additional information.
Memory Dialing	As part of the Relay Choice SM Profile, this feature allows the customer to enter up to twenty (20) memory dial listings with name and associated telephone numbers. When customers request one of these by name, the CA highlights the listing, which automatically populates the billing screen and dials the number.
Mobile Radio/Wireless	AT&T makes no distinction for mobile radio and wireless calls through relay. Calls are processed equally and in the same amount of time as other relay calls.
Multi-User Relay Choice Profile	Households with more than one relay user will be able to create a different profile for each user. Each relay user in a household will be able to access their individual customer Relay Choice Profile options by using a personal identification number (PIN)
Network-based Dynamic Call Routing	Network-based dynamic call routing, a feature of our Advanced 800 Network, is an AT&T technological improvement that routes callers to the next CA available in the AT&T relay system. This facilitates faster, more consistent performance and helps control the cost of providing service.

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<i>Feature</i>	<i>Description</i>
OO-Info SM Directory	AT&T's <i>OO-Info</i> is an enhanced directory assistance service. AT&T TRS has methods to provide the same OO-Info service to all TRS users. The cost of this call is the same whether the call is processed through relay or without relay.
Operator Release of Calls	This feature allows the CA to release a TTY originated relay call that terminates to another TTY user instead of a telephone voice user. The feature allows the CA to release the connection allowing the two TTY users to continue with their call without having to hang up or without any further assistance from the CA.
Operator Services for the Deaf (OSD)	OSD provides directory assistance services, toll services, emergency interrupt, busy line verification, and special billing arrangements such as third party, collect, calling card, and person-to-person calls.
OSD Integration	AT&T provides national and International Directory Assistance (CIDA) as well as Operator Services for the Deaf (OSD). These service offerings are fully integrated into AT&T's basic service. Also, users have the flexibility to use all of these services without having to transfer between various CAs. This integration also allows for TTY-to-TTY billing options, and is another service differentiator for AT&T.
Originating Line Screening	This feature immediately provides the CA with specific information about billing or calling restrictions pertinent to the originating line and terminating line. Such information may include line blocking, call blocking or expanded area calling plan, and identification of coin, hotel, prison, and hospital calls.
Play Back Device SM	The Play Back Device SM (PBD) tool for CAs supports and facilitates the call management in situations where the TRS call terminates at a pre-recorded message or a multiple-choice Voice Response System (VRS) menu. It allows the CA to more accurately manage these call types while allowing them to review the call accuracy in real-time. The PBD directly supports 900.
Protocol Plus SM	AT&T is the only current relay provider to be able to automatically change a TTY user's communications mode from ASCII or Turbo Code to Baudot upon request. This feature is extremely beneficial to TTY users who may not understand the manufacturer's instructions for setting or changing communications modes for purposes of placing or receiving carryover calls when the equipment is defaulted to answer or connect in ASCII.
Regionally Restricted 800 Numbers	This technology enables CAs to easily process a call to a toll-free number that has been identified as being regionally or geographically restricted. AT&T can then process these calls in a quicker more efficient manner for relay callers.
Relay 2000 SM Platform	AT&T's Relay 2000 SM Platform, is our leading-edge relay platform. This system, developed and continuously upgraded to make AT&T's relay service as functionally equivalent to standard telecommunications as possible, was the first to put actual call setup (customer initiated dialing) in the hands of the users of the service.

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<i>Feature</i>	<i>Description</i>
Relay Choice SM Profile	The Relay Choice SM Profile is designed to speed up relay call handling. With the software enhancement, completed in mid-February, 1997, users can initially select options such as interstate carrier of choice, intrastate toll carrier of choice, connection mode, carryover preference (HCO, VCO, other), spelling correction, background noise, and memory dialing (Speed Dial List). Because of the password protection feature, information collected in the profile is confidential and secured by a personal identification number.
Reports	Comprehensive reports package provided; specific, customized reports available.
Retrieval of Answering Machine Messages	AT&T Relay Service will process and complete requests to retrieve messages from answering machines when the caller remains on the line and provides a forward number for the CA to call.
Roaming	"Roaming" Callers can use their home state relay service to place local and long distance calls from anywhere to anywhere.
Screening Code Database	This feature provides the CA with specific information about billing or calling restrictions pertinent to the originating line and terminating line. Such information may include line blocking, call blocking, or expanded area calling plan, and identification of coin, hotel, prison, and hospital calls. This database allows AT&T to enforce proper handling and billing for particular back numbers.
Service Recovery	With dynamic call routing traffic balancing and our Disaster/Service Recovery Plan, AT&T can ensure virtually uninterrupted customer service.
Single Line Answering Machine (SLAM)	This feature involves retrieving messages, usually from home answering machines, when the caller is at home. The caller disconnects from the call, the CA retrieves the messages, and then calls back with the messages.
Spanish Relay Capability	AT&T bilingual CAs are specifically trained on processing and relaying calls in Spanish. The numbers are: 1-800-855-2884 (TTY), 1-800-855-2885 (Voice) and 1-800-855-2886 (ASCII).
Speech-to-Speech (STS)	Speech-to-Speech service is an enhancement that enables a speech-disabled person to use the Relay service with his or her own voice synthesizer, rather than using a TTY. Speech-to-Speech will provide specially-trained CAs who will function as human translators for people with speech disabilities who have trouble being understood on the telephone. The CAs will repeat the words of the speech-disabled caller (as speech interpreters do in a face-to-face setting.) The numbers to make Speech-to-Speech Relay call is 1-800-229-5746 (English) and 1-866-260-9470 (Spanish).
Speed of Answer	Compliance with the FCC mandated average speed of answer requirement. This requires 85% of all calls to be answered within 10 seconds and is measured on a daily basis..

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<i>Feature</i>	<i>Description</i>
Spelling Correction	This feature, part of the Relay Choice SM Platform, will automatically correct common CA typographical errors and will spell out non-TTY abbreviations that may be used by the CA in voice to text translation. Customers may elect to turn this feature off in their Relay Choice SM Profile.
Telebraille	Vision impaired relay users often employ telebraille devices. Telebraille machines demand additional attention from the TRS provider to support them adequately. AT&T has a unique toll-free number and specific and unique methods in place to handle these calls as effectively as possible. Distinctive technology has also been developed and is used to service these customers.
Touch Tone Carryover (TCO)	This feature enables TTY users to enter their account number and personal identification number (PIN) directly into an interactive system without divulging this sensitive information to the CA.
Two-line Voice Carryover	A customer with conference calling capability on his or her phone line can utilize the Two-line VCO feature by using one line for voicing and the other for receiving Baudot or ASCII transmission. Since the Two-line VCO user is directly connected to the hearing party, the Two-line VCO user can talk directly to the hearing party without waiting for "GAs." This feature allows for a more natural, interactive relay call.
Typing Speed – Minimum 60 wpm	Entry level typing speed for Communications Assistants is 60 words per minute. Hiring at this speed ensures our employees will be typing even faster within a relatively short period of time. Please note that AT&T conducts annual typing assessments of all incumbent Communications Assistants.
Unrestricted Length and Number of Calls	Callers can make any number of calls and have no restrictions on the length of any call.
Up-Front Automation (UFA SM)	Up-Front Automation allows a TTY customer to initiate dialing the call. TTY users are empowered, giving them more control and greater call handling efficiency. Our SNAP system interacts directly with the caller by preparing the dialing sequence and the billing information from what the caller types to the system. The Communications Assistant simply presses one key to complete the call.
Voice Carryover (VCO)	VCO enables TTY users who can speak to voice their message directly to the non-TTY user. The CA then types the non-TTY user's response back to the TTY user.
Voice Carryover with Privacy	This feature adds privacy to a VCO call; the CA does not hear the VCO user's part of the conversation.
Voice Carryover to Hearing Carryover (VTH)	Voice Carryover to Hearing Carryover allows the originating TTY user (speech capable) to talk directly to the terminating TTY user (hearing capable). Relay is still necessary to relay the text messaging from the HCO user to the VCO user.

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<i>Feature</i>	<i>Description</i>
Voice to Voice Relay (VTV) SM	This feature expands the VCO capability by allowing two hearing impaired individuals to voice their parts of a call while the CA types for both parties. VTV is ideal for two TTY users who can speak but who may not know how to type or may be physically unable to type.
Voice Carryover to Text (VTT)	VTT allows a relay call between a VCO user and TTY user. The VCO user voices to the CA who proceeds to type the message to the TTY user. The CA then types the TTY user's response to the VCO user.
Voice Up-Front Automation (VUFA)	With VUFA, AT&T is giving the voice caller the option to immediately enter the number to call before reaching the CA. This allows for a more efficient and accurate call set up. VUFA allows first time relay callers an option to listen to a complete and thorough explanation of relay without tying up the operator's time. VUFA speeds up the call set up portion for customers who elect to use this feature without adding any additional wait time for those customers who simply want to speak directly to the relay operator.
Pay-per-call Services	TTY users can use the relay service to complete a call to a 900 pay-per-call service. Customers will be billed by the Pay-per-call service provider for each call completed.

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EMERGENCY CALL:

Emergency Calls:

CAs establish connection as quickly as possible and keep the customer informed throughout process.

Primary procedure:

- CA accesses database using customer's phone number
- If database displays more than one listing customer is asked what city or town?
- CA outdials to appropriate emergency agency/ public safety answering point and will step out of transparent role to ensure all pertinent information is given to complete the call
- The caller's telephone number is passed to the emergency agency/public safety answering point.
- If the caller disconnects before being connected to emergency services, the CA shall still pass the caller's telephone number to the emergency agency/ public safety answering point.
- If dispatcher provides a TTY number to dial

Secondary procedure:

- As an alternate back up method CA will outdial Directory Assistance and state they need the 10 digit emergency number for the customer's city/town, as they are not located there

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IN-CALL REPLACEMENT OF CA:

In-Call Replacement:

CAs answering and placing TRS calls must stay with a call for at least 10 minutes before an in-call CA transfer can take place. Speech to Speech In Call Replacement time is 15 minutes.

Procedure:

- In Call Replacement time will run concurrent with the relay call, which means it is 10 or 15 minutes of billable time
- Once the forward number is answered, the CA must stay with the call for the required In Call Replacement time and then transfer
- Transfer may occur at the following points of transfer: TTY call: after typing Voice person's response with "ga", VCO call: after typing Voice person's response without "ga", HCO call: after Voice person's response and HCO starts typing
- The relief CA will provide their CA ID number

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CA GENDER PREFERENCES:

CA Gender Requests:

A customer's request for a specific gender CA is always complied with at the beginning of the call or during a call transfer.

Procedure:

- The customer is informed that their gender request is being checked
- If specific gender is available the customer will be informed and transferred to the available CA
- If specific gender CA is not available the customer will be informed and offered to have their call completed now or to try again later
- CA will reinitiate attempts to secure requested CA gender prior to transferring a call
- If unable to accommodate the customer's request at transfer point customer is offered to continue with an available CA

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STS CALLED NUMBERS:

STS Called Numbers:

We offer an enhanced feature that enables a speech disabled person who can hear to use their own voice or voice synthesizer rather than using a TTY. Both callers are hearing capable and have voicing abilities. The CA will repeat the words of the STS user if requested, or if the need becomes evident.

Procedure:

- CA will ask customer if they would like them to take an active role or passive role in processing the call
- If active role: the CA will repeat everything voiced by the speech-disabled person, unless no need is evident
- If passive role: the CA will only intervene or facilitate upon request, or if the need becomes evident
- CA announces service to called party and provides explanation for either passive or active facilitation
- Facilitation takes priority over transparency on this call type
- CA retains pertinent information such as phone numbers, etc for sequence calls. Information is destroyed when customer has completed all calls
- Customer has ability to set up Relay Choice Profile which would allow up to 20 phone numbers to be added to a speed dial feature called Personal Memory Dial

Additional information about STS can be found at the AT&T Relay website at <http://www.consumer.att.com/relay/speechdisabled.html>. Copies of relevance web pages are attached hereto.



Enter Search Term or AT&T Keyword:



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[AT&T Relay Services](#)

[What is Relay](#)

[Relay Access
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[How Does Relay
Work For Me](#)

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QUESTION: How can a person with a speech disability communicate using standard telephone?

ANSWER:

What Is Speech-to-Speech Relay?

- Speech-to-Speech (STS) service enables a person with a speech disability to communicate on the telephone by using his/her own voice, voice synthesizer, voice enhancer, or other assistive device to communicate to the non-disabled called party.
- There is no additional cost to the customer for using this service. STS calls are billed as if dialed directly without the STS relay service.
- STS customers can call a dedicated toll free number, (800) 229-5746, and reach a specially trained Communications Assistant (CA) who will provide assistance in completing a STS call. The two customers (one with a speech disability and the other with normal voice) communicate directly with each other through the assistance of the CA.
- AT&T STS CAs are specially trained to be able to listen carefully to the STS user whose speech disability may range from a mild or severe speech loss. The STS CA provides facilitation and "revoicing" assistance to the STS caller upon request.

Is This Available In AT&T Relay States?

Yes! AT&T Speech-to-Speech relay is now available for people with speech disabilities to communicate over the telephone in all AT&T states. AT&T has established a national dedicated toll free 800 number for STS relay services to all of the AT&T contracted states and nationally for state to state long distance calling. The dedicated toll free 800 numbers for all AT&T states are:

English STS: (800) 229-5746

Spanish STS: (866) 260-9470

- Available 7 days a week, 24 hours a day
- No charge to the STS user to access AT&T Speech-to-Speech Relay Services
- STS calls are billed as if dialed directly without the STS relay service
- There is no limit to the number of Speech-to-Speech relay calls a caller can make

How Does Speech-to-Speech Relay Work For Me?

As a telephone user with a speech disability, or as a normal telephone user, you can place a call to the Speech-to-Speech service by using the following steps:

1. For English-speaking customers, dial the AT&T Speech-to-Speech Relay number, (800) 229-5746.

For Spanish-speaking customers, dial the AT&T Speech-to-Speech Relay number, (800) 866-9470.

2. You will reach a specially trained STS Communication Assistant (CA) who will announce the call as: "AT&T Speech-to-Speech Relay Service, CA xxxx, may I have the number you are calling please?" ***There is NO CHARGE to access the Speech-to-Speech Relay services***. However, you will be billed as if you placed a direct call to the number you ask to call.
3. Verbally tell the CA the area code and telephone number you are calling, along with any calling instructions if needed.
4. The CA will then ask you if you wish for the CA to play an *active* or *passive* role in the process of relaying your call. If you want the CA to take an **ACTIVE** role, the CA will repeat everything that is voiced by the STS user. If you want the CA to take a **PASSIVE** role, the CA will only intervene or facilitate upon request from the STS user or the called party.

Speech-to-Speech Features

- STS callers can create a Relay Choice Profile (RCP), which is a personalized database designed to help process relay calls more efficiently. One of the features of RCP is Personal Memory Dial. This list allows users to list their most frequently called names and numbers for use with relay or STS. If you would like to set up your personalized profile, go to Relay Choice Profile e-form.
- STS users can use the STS 800 number to make a relay call to a TTY or Voice Carry Over (VCO) user.

Speech-to-Speech Relay Tips

- If a STS user knows they will be repeating the same information for sequential calls, the STS user can ask the CA to record pertinent information to be repeated for sequence calls.
- When calling a person with a speech disability, please remember to speak directly to them, not the Communications Assistant.
- A STS user may ask the Communications Assistant to voice everything that is said, OR to remain silent until asked for assistance. YOU are in control of your call and control the level of involvement from the Communication Assistant.

number.

- As a STS or voice user, your Speech-to-Speech relay call will be billed (rated and rendered from the supporting LEC and Long Distance Carrier) for the Speech-to-Speech call(s) just as if the call was made directly from their home.

Where can I find additional resources related to Speech Disabilities?

- [Check out Cool Sites](#)

Can I use AT&T Speech-to-Speech Relay service from any other phone lines other than my home? (i.e. hotel, public payphone)

- Yes, a STS user can use any of the billing & calling options as listed in "Billing Options." [Click here.](#)

Is 711 accessible for STS users?

- Yes! 711 is accessible for STS users. This means STS customers who prefer "simple access" can dial 711. If STS customers prefer "quick access," they can still dial the specialized toll free 800 number for Speech-to-Speech Relay.

[AT&T Relay Services](#) | [What is Relay](#) | [Relay Access Numbers](#)
[How Does Relay Work For Me](#) | [Relay Choice Profile](#) | [Relay Tips](#) | [Cool Sites](#)
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QUESTION: How can a person with a speech disability communicate over the telephone?

ANSWER: There are two calling options for persons with speech disabilities:

Hearing Carry Over (HCO): This feature allows a person who may have limited speech capabilities but who can hear, and may require use of a special phone equipment, TTY (text telephones) to communicate over the phone. For more information about HCO, [click here](#).

(NEW) Speech-to-Speech: This service allows a person whose speech may be difficult to understand to communicate over the telephone with the help of a specially trained Communication Assistant. No special telephone is needed for this calling option. For more information about STS, [click here](#).

[AT&T Relay Services](#) | [What is Relay](#) | [Relay Access Numbers](#)
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**2002 State Recertification Process
AT&T Relay Services**

Technical Standards:

TRANSMISSION MODES:

See the attachment entitled "AT&T TRS Service Features"

2002 State Recertification Process AT&T Relay Services

SPEED OF ANSWER:

Please reference AT&T's monthly report to you for information regarding speed of answer, blockage rates and other performance data. AT&T treats these reports as proprietary.

Technical Standards

Alabama Telecommunications Relay Service
Mandatory Minimum Standards Matrix

Mandatory Minimum Standards Matrix	Requirement	In Compliance		Current State Requirements	Comments
		Meets	Exceeds		
Operational Standards					
\$64.604 A.1	Communications Assistant (CA) Competency Skills	X	*		
	Typing Speed	X	*	60 WPM (Minimum Requirement)	
	Grammar	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests. CA Tests Require Pass Rate of 12th Grade Grammar Level.
	Spelling	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests. CA Tests Require Pass Rate of 12th Grade Spelling Level. System Has Spelling Correction Capability.
	ASL Translation	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests; if User Requests Translation, CAs will Translate Typed ASL to English
	Clarity Of Speech	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests
	Training	X	*		Cross Cultural, Customer Service, Etiquette, Ergonomics & Technical Training Continuation Training
\$64.604 A.2	Confidentiality & Conversation Context	X			Pledge Of Confidentiality Code of Ethics Agreement CAs Relay Verbatim, Unless Specified Otherwise By Relay User
	Types Of Calls	X			TTY to Voice, Voice to TTY, Voice-to-Voice (VTV), Text-to-VCO (TTV), VCO-to-Text (VTT), VCO-to-HCO, VCO with Privacy, Hearing-to-Hearing (HTH), HCO-to-VCO, Text-to-HCO, HCO with Privacy, HCO-to-Text, Speech-to-Speech, Spanish-to-Spanish, and Pay-per-call (e.g. 900, 976 calls)
\$64.604 A.4	Emergency Calls	X			Access To National Emergency Agency Database From Every CA Position
\$64.604 A.5	In-Call Replacement of CAs	X			CAs remain on the call for a minimum of 10 minutes. STS call CA remain on the call for a minimum of fifteen minutes
\$64.604 A.6	CA Gender Preferences	X			AT&T has procedures in place for making every effort to accommodate a relay user's request for a specific gender to relay the call. Additionally, if a switch occurs during the relay conversation, every effort is made to provide the same gender.
\$64.604 A.7	STS Called Numbers	X			AT&T has STS procedures in place in which STS CA will repeat the name and state the telephone number to the STS user before dialing the call; STS user has the option of utilizing the AT&T Relay Choice Profile to maintain a list of names and telephone numbers.

* Since no numerical standard is set in the FCC Order, AT&T cannot definitely say that we exceed the standard. However, we consider our CA Competency Skills and Training to exceed the FCC requirement.

Alabama Telecommunications Relay Service
Mandatory Minimum Standards Matrix

Mandatory Minimum Standards Matrix	Requirement	In Compliance		Current State Requirements	Comments
		Meets	Exceeds		
Technical Standards					
\$64.604 B.1	ASCII & Baudot	X		ASCII Speed: 300 -2400 Baudot: 45.5 Turbo Code: 100	
\$64.604 B.2	Speed Of Answer	X	*	85/10 Daily	
\$64.604 B.3	Equal Access To Interexchange Carriers	X			AT&T Provides Equal Access Through The Industry's Standard COC (Carrier Of Choice) Process
\$64.604 B.4	TRS Facilities	X		24 Hrs/Day 365 Days/Year	NAA (Next Available Assistant) Call Distribution Ensures 24 Hour Access At All Times
	Blockage Rate	X		1/100	
	Service Recovery		X		All Relay Centers Are Equipped With Back Up Power. NAA Assures Instantaneous Service Recovery.
\$64.604 B.5	Technology		X		See section §64.604 A.3 (Types of Calls) regarding the different type of VCO/HCO calls type.
\$64.604 B.6	Voice Mail and Interactive Menus	X			CA work station is equipped with a proprietary product. This tool is for CAs supports and facilitates the call management in situations where the TRS call terminates at a answer machine, pre-recorded message or a multiple-choice Voice Response System (VRS) menu. No records is kept each message is automatically obliterated.
Functional Standards					
\$64.604 C.1	Consumer Complaint Logs	X			AT&T Complies With The State & Federal Complaint Procedures
\$64.604 C.2	Contact Persons	X			AT&T contact persons: Teresa Feeney, AT&T Customer Care, 100 S. Jefferson Street, Suite 115, New Castle, PA 16101 Toll free Numbers: Tel 800-682-8706; TTY 800-682-8786; Fax 888-286-2184 Web page address: http://www.att.com/relay/feedback.html
\$64.604 C.3	Public Access To Information	X			TRS Is Publicized In Directory Listings, DA Services, Brochures & Media, Website, AT&T Relay team member provides Relay Presentation, Etc.
\$64.604 C.4	Rates	X			Rates Same As Non-TRS Users. Discounts Available To Users.
\$64.604 C.5	Jurisdictional Separation Of Costs	X			AT&T Bills Intrastate Minutes To The State. Interstate Minutes Are Billed To NECA, According To The Third TRS Report & Order, 7/20/93
\$64.604 C.6	Complaints	X			AT&T Complies With The State & Federal Complaint Procedures
\$64.604 C.7	Treatment of TRS Customer Information	X			

* Since no numerical standard is set in the FCC Order, AT&T cannot definitively say that we exceed the standard. However, we consider our CA Competency Skills and Training to exceed the FCC requirement.

2002 State Recertification Process AT&T Relay Services

EQUAL ACCESS AND COC:

Equal Access To Interexchange Carriers:

Currently, the following carriers participate with AT&T Relay in the industry solution for Carrier of Choice to different extents in various geographical areas.

- | | |
|-------------------|-----------------------------|
| • AT&T | • Qwest |
| • Cox (Bus) | • Sprint |
| • Cox (Res) | • Vartec |
| • Excel | • Verizon |
| • Frontier | • WiTel |
| • Global Crossing | • Excel 10-10 |
| • LDDS | • Telcomm USA 10-10 |
| • MCI | • WorldXchange 10-10 |
| • Metromedia | • ClearChoiceFiveTalk 10-10 |

The following is the process for any interested IXC's to participate in the AT&T Relay long distance Carrier of Choice (COC) platform:

- Have the long distance carrier contact AT&T in writing, on company letterhead, requesting information for participation in the COC for TRS. The AT&T contact information is:

AT&T Relay Customer Service
100 South Jefferson Street - Suite 115
New Castle, PA 16101

Phone: (800) 682-8706

Fax: (888) 288-2184

TTY: (800) 682-8786

Website: www.att.com/relay/feedback.html

- AT&T will provide the long distance carrier the list of local exchange carriers ("LEC") Access Tandems ("AT") that they must have access to as well as information pertaining to the ANI ii information digit pairs that AT&T will provide to their network.
- The long distance carrier will provide AT&T their CIC and OZZ codes associated with the 1+, 0+, and 0- dialing.
- AT&T TRS will provision the COC Platform to allow calls to be placed on the long distance carrier's network at the above mentioned LEC ATs.
- AT&T TRS will modify the COC screen to allow this long distance carrier to be chosen as a COC.

2002 State Recertification Process AT&T Relay Services

TRS FACILITIES:

For a copy of AT&T's contingency/disaster recovery plan, please see the attachment entitled "Emergency Action Plan"

AT&T Relay provides relay service 24/7. To extent your state shares AT&T relay facilities with other states, AT&T may provide information to you in your monthly report regarding the percentage routed out of state. All AT&T relay calls are dynamically routed to the next available communication assistant, so the percentage routed elsewhere may vary somewhat. Please refer to the NAA metric (NAA Traffic report) or consult us for more information if you have not requested a monthly report with this metric. AT&T treats this report as proprietary.

The following is a copy of AT&T's Emergency Action Plan that would be executed in the unlikely event that a disaster occurs. Please note that the numbers listed in the Emergency Action Plan have been removed for security reasons.

TRS Emergency Action Plan

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ADDITIONAL GUIDELINE SECTION	TAB 4

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SECTION 2: CENTER OUT OF SERVICE

SECTION 3: POSITION MAINTENANCE TROUBLE

SECTION 4: POWER OUTAGE

**SECTION 5: PCs/ASSOCIATED PRINTERS, PROGRAMS
AND NETWORK**

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TRS Emergency Action Plan

**Tab 1
Fire/Smoke
Page 1**

FIRE/SMOKE IN BUILDING

Action to be Taken:

- **REMAIN CALM**
- **Verify there is a fire**
- **Do Not Attempt to put fire out by yourself**
- **Notify the local fire department at 911 or appropriate agency number**
- **Pass all details that are known (you see fire/smoke; building address and floor or building number/letter.**
- **Notify Building Security if appropriate**
- **If fire/smoke is life-threatening to operating personnel evacuate using standard practices**
- **Notify other work groups in building, including building guards**
- **Notify OMC and TSA**
- **Notify TRS Center Manager**
- **Notify TRS District Manager**
- **Center Manager should notify GRE**

TRS Emergency Action Plan

**Tab 2
Illness/Injury
Page 1**

INJURY/ILLNESS

Critical: Immediately call Paramedics/Ambulance at 911 (or appropriate agency number) for professional medical attention and transportation to an emergency medical facility.

Administer emergency first aid until arrival of professional medical assistance.

Non-Critical: Treat minor injuries using the contents of the first aid kit. Contact the Medical Department in non-life threatening situations where medical attention is required. They will advise and refer to a local medical consultant if necessary.

After hours – contact the nearest emergency medical facility.

Manager's Responsibility:

1. Always accompany the injured to the medical facility or emergency room. Do Not Transport employee in your personal vehicle. Accompany emergency transportation vehicle.
2. Contact the employee's family as soon as possible.
3. Discuss follow-up care with physician or nurse and determine limitations of job duties.

TRS Emergency Action Plan

Tab 2
Illness/Injury
Page 2

Non-Critical

Non-Work Related

Illness: Be guided by the employee's reasonable request regarding action to be taken.

The following guidelines should be used as appropriate:

- Have employee call personal physician or at employee's request call the employee's personal physician and follow physician's instructions
- If requested by the employee, accompany the employee to an emergency medical facility via taxicab, or company car, if available. Do Not Transport Employee in Your Personal Vehicle.
- Take employee home via taxi cab, or company car, if available. Do Not Transport Employee in Your Personal Vehicle.
- Arrange for a family member or friend to assume responsibility for the employee if applicable.

On and Off Job

Accidents:

- Report all accidents
- Report off job accidents only when a full work day is missed and there is a single identifying event to be reported.
- The Supervisor must complete form ATT083. AT&T practice 010-160-260 contains ATT083 and describes procedures needed to process injury/illness incidents.
- Then the supervisor immediately calls the Area Safety Coordinator who will make the report to the Accident Reporting Center as Required.

TRS Emergency Action Plan

**Tab 2
Illness/Injury
Page 3**

URGENT/EMERGENCY NUMBERS

NAME	NUMBER
FIRE DEPARTMENT	911 or appropriate agency number
POLICE DEPARTMENT	911 or appropriate agency number
AMBULANCE	911 or appropriate agency number
TRS DISTRICT MANAGER	(NPA) nxx-xxxx Pager: _____
FIRE WARDEN	_____

TRS Emergency Action Plan

Tab 3
Bomb Threat
Page 1

BOMB THREAT PROCEDURES

TRS Emergency Action Plan (EAP) – Dec. 1999
Bomb Threat Guidelines for Center Support Teams

OVERVIEW

Center CRC/Incharge/Support Team Members:

In your role as a Support Team member – CRC/Incharge or Center Management Team member – you may be called upon to assist with or handle emergency situations for your center. Your leadership and guidance to the CAs during this time is critical. Remember to stay calm and try to keep the atmosphere of the office calm. The following instructions will serve as a guide for you in the event there is a Bomb Threat to your center, another AT&T location, written threat or any other threatened non-AT&T location.

Scenario: Telephone Bomb Threat directed towards YOUR CENTER received by the Support Desk.

You Should:

1. Notify the Law Enforcement Agency, dialing 911 and provide them with the caller's number if you have obtained it.
2. Call AT&T Security at _____
3. Call OMC at _____
4. Call IMOC at _____
5. Call Center Manager at _____
6. Notify other work groups at the building (if applicable) note name/number
7. Evacuate the building if instructed to do so by the local authorities (Provide as much as information as you can to each contact and be guided by their responses).

TRS Emergency Action Plan

Tab 3
Bomb Threat
Page 2

Bomb Threat Guidelines (continued)

Scenario: Telephone Bomb Threat directed towards YOUR CENTER received at CA position.

You should:

1. Get the caller's number if possible and provide CA with telephone-conversation form to fill out while the CA is obtaining information from the caller.
2. Notify the Law Enforcement Agency, dialing 911 and provide them with details including the caller's number.
3. Call AT&T Security _____
4. Call OMC _____
5. Call IMOC (Incident Management Operation Center) _____
6. Call the Center Manager _____
7. Notify other work groups at the building if applicable. Note name and number.
8. Evacuate the building if instructed to do so by the local authorities. (Provide as much information as you can and be guided by their responses, you may receive additional instruction from them. Please comply with their requests.)

Remember as a Support Person, if call is received at CA position, you must supply the CA with: (1) the Telephone Conversation Form and (2) provide the CA with additional support and direction as needed after you have made your telephone contacts.

TRS Emergency Action Plan

Tab 3
Bomb Threat
Page 3

Bomb Threat Guidelines (continued)

Scenario: Telephone Bomb Threat directed towards OTHER AT&T LOCATIONS received at the Support Desk or CA Position.

You should:

1. Notify the Law Enforcement Agency that is responsible for the calling party's number.
2. CA can access CSIDS and obtain the Law Enforcement number for the calling party:
 - Press F5 (Info Key) to access CSIDs
 - Press E for Emergency File
 - Enter NPA/NXX (area code and first three numbers) of Back # and press ENTER
 - Press the letter that corresponds with the correct city/town (press CTRL 5 for additional options).
3. Notify AT&T Security at _____
4. Provide as much information as you can, by having CA fill out the Telephone Conversation Form.

Scenario: Telephone Bomb Threat directed towards NON-AT&T LOCATIONS received at the Support Desk or CA Position.

You should:

1. Notify the Law Enforcement Agency that is responsible for the calling party's number.
 - Press F5 (Info Key) to access CSIDs
 - Press E for Emergency File
 - Enter NPA/NXX (area code and first three numbers) of Back # and press ENTER
 - Press the letter that corresponds with the correct city/town (press CTRL 5 for additional options).
 - Provide as much information as necessary.

TBS Emergency Action Plan

**Tab 3
Bomb Threat
Page 4**

Bomb Threat Guidelines (continued)

Scenario: WRITTEN Bomb Threat received at your location.

You should:

- 1. Report a written Bomb Threat the same way as a telephone bomb threat. (See instructions for telephone bomb threat to your center – pages 1-3 of this document).**
- 2. Make a copy of the message to ensure protection of the original, and handle as little as possible to protect fingerprints or identification marks.**

TRS Emergency Action Plan

Tab 3
Bomb Threat
Page 5

Bomb Threat Guidelines (continued)

Do you know what to do in the unlikely event you should receive a bomb threat? Any bomb threat you receive at your relay position should be taken seriously. Let's review what you need to do:

Any CA who receives a bomb threat from a caller at their position should:

1. Remain as calm as possible and be very attentive to the caller.
2. Record the caller's phone number on a piece of paper in case you get disconnected.
3. Notify your Incharge/CRC and/or Support Group as soon as possible:
 - standing up, motion for the Incharge to assist you at your position
 - call to your support person by using Dial & Mode 3
4. Try to keep the caller on the line as long as possible by asking such questions as:
 - a. *What is your name and telephone number?*
 - b. *Where is the bomb located? Inside or outside the building?*
 - c. *When is the bomb set to explode?*
 - d. *What does the bomb look like?*

Try to capture as much information from the caller – exact wording of the threat, for example – as you can. Any of the above questions could possibly cause the caller to respond automatically and provide valuable information accidentally.

Remember try and listen to every detail of your caller's voice, and any background noises that could be helpful.

Your Incharge/CRC or Support Team member will assist you as much as possible. Your calm manner and attention to call detail will assist us in handling the call appropriately with the proper authorities.

TRS Emergency Action Plan

**Tab 4
Section 1
Page 1**

EXCESSIVELY HEAVY TRAFFIC

These are usually due to severe weather conditions, certain holidays (i.e. Mother's Day), world events, natural disasters or civil disorder.

SYMPTOMS:

Calls and work volume exceed estimates.

Action to be Taken:

1. Center will notify OMC.
2. OMC will take appropriate action.
3. OMC will monitor Queue status.

TRS Emergency Action Plan

**Tab 4
Section 1
Page 2**

SLOWDOWN/OVERLOAD

SYMPTOMS:

- Noticeable decrease in the normal number of incoming calls.
- Slow response time to all key actions.

Action to be Taken:

1. Refer to Service Recovery Process
2. Center will notify TSA
3. Center will notify OMC
4. TSA/OMC will notify Center of any necessary action to be taken.

TRS Emergency Action Plan

**Tab 4
Section 2
Page 1**

CENTER OUT OF SERVICE

SYMPTOMS:

- Calls are not arriving at positions
- Positions are inoperable

Action to be Taken:

1. Refer to Service Recovery Process
2. Center will notify TSA
3. Center will notify OMC
4. OMC will take appropriate forcing action.

TRS Emergency Action Plan

**Tab 4
Section 3
Page 1**

POSITION MAINTENANCE TROUBLE

Trouble with CA Positions:

SYMPTOMS:

- Monitor is out
- Keyboard Defective
- Noisy/Bad transmission

Action to be Taken:

1. CA logs off if possible
2. CA places "Out of Order" Sign on Workstation
3. CA reports trouble to CRC Support desk/TSA
4. CA moves to another position

TRS Emergency Action Plan

Tab 4
Section 4
Page 1

POWER OUTAGE

SYMPTOMS:

Flickering lights, then
Loss of most lights in center

Note: The Uninterruptible Power Supply (UPS) will keep power supplied to all the CA Positions and emergency lights in the center. Another UPS, in the equipment room, will power the switching equipment until the generator comes on line. Battery Powered emergency lights are strategically placed throughout the center.

Action to be Taken:

1. Wait 60 seconds for the generator to come on, all or most of the lights should be restored.
2. Call Global Real Estate _____
3. Call OMC
4. Call the TSA to notify of power failure

TRS Emergency Action Plan

**Tab 4
Section 5
Page 1**

PC/ASSOCIATED PRINTERS, PROGRAMS & NETWORK

SYMPTOMS:

- UGN Network is down
- One PC or program in trouble
- Printer not working

Action to be Taken:

1. *If the PC is used for business purposes and is not associated with a CA position, call Premise Desktop Support (PDS)*
2. *If PC or printer is associated with IADS, OAP, OSIM or MFASys, center reports trouble to CCC.*
3. *Notify the OMC*
4. *Inform TSA (Hardware or UGN only)*

TRS Emergency Action Plan

**Tab 4
Section 6
Page 1**

TELEPHONE OUTAGE

SYMPTOMS:

- All telephones are reporting no dial tone
- No lights on multi-line phones

Action to be Taken:

Call the TSA

SYMPTOMS:

- Cannot complete outgoing call
- LN #### does not appear in upper left hand corner of display after number is dialed.

Action to be Taken:

1. Call the TSA
2. Inform the OMC as soon as possible.

TRS Emergency Action Plan

**Tab 5
Section 1
Page 1**

CONTACT LIST

Name		Number
Account Manager		_____
OMC Manager		_____
	Pager	_____
	PIN	_____
Atlanta OMC	#1	_____
	#2	_____
	SR Pager	_____
	PIN	_____
AT&T Corporate Security		_____
Client Care Center (CCC)		_____
Global Real Estate (GRE)		_____
Premise Desktop Support (PDS)		_____
Service Manager		_____
	Pager	_____
	PIN	_____
TSA #1		_____
	Pager/PIN	_____
TSA #2		_____
	Pager/PIN	_____
TSA #3		_____
	Pager/PIN	_____
TSA #4		_____
	Pager/PIN	_____

TRS Emergency Action Plan

**Tab 5
Section 1
Page 2**

CONTACT LIST

Name	Number
TRS District Manager	_____
NCCC Manager	_____
Center Managers:	
Center Manager #1	_____
Center Manager #2	_____
Center Manager #3	_____
Center Manager #4	_____
Center Manager #5	_____
Center Manager #6	_____

**2002 State Recertification Process
AT&T Relay Services**

TECHNOLOGY (ENHANCED):

See the attachment entitled "AT&T TRS Service Features"

Technical Standards

2002 State Recertification Process AT&T Relay Services

VOICE MAIL AND INTERACTIVE MENUS:

Voice Mail Retrieval:

Customers may request for the CA to retrieve messages from a voice mail system that may or may not be located at the same number they are calling from. The caller remains on the line while the messages are being retrieved.

Procedure:

- CA will ask customer if retrieval request is to an answering machine or voice mail
- If it is voice mail the number is dialed and greeting is relayed
- CA uses our touch tone capability to enter access codes and passwords
- CA uses our Play Back Device (PBD) to record all messages verbatim
- CA plays back recorded messages typing to customer verbatim
- Customers instructions are followed for saving, deleting, etc
- Customer is kept informed during process

Interactive Menus:

Customer may request any number that terminates to a recorded message and offers interactive menus to select proper service or department.

Procedure:

- CA uses Play Back Device (PBD) to record initial greeting and subsequent menus
- CA plays back recorded messages typing to customer verbatim
- If customer makes a selection and CA encounters additional menus these are recorded and played back to type to customer verbatim
- Customer is kept informed during process

Single Line Answering Machine:

Customer requests CA to retrieve messages from an answering machine that is located at the same number they are calling from. The caller remains on the line while the messages are being retrieved.

Procedure:

- CA requests customer to turn on their answering machine as they lay the phone near it. Once all messages have played type "ga" so that message delivery can begin
- CA uses Play Back Device (PBD) to record messages and then plays them back to type to customer verbatim
- Customer is kept informed during process

2002 State Recertification Process AT&T Relay Services

Single Line Answering Machine: (Continued)

Or:

Customer may prefer to have the CA retrieve messages and to call them back once all messages are retrieved. The caller will provide the CA with their access codes and passwords, and hang up. The CA will retrieve their messages and call the customer back with all messages.

Procedure:

- CA requests customer's access code/passwords for retrieving messages
- CA advises customer to hang up, and to allow the answering device to pick up the phone.
- CA will call customer's line, and use Play Back Device (PBD) to record messages
- CA calls customer back a second time, uses PBD to play back recorded messages, and types messages to customer verbatim
- Customer is kept informed during process

Hot Keys:

Here is a list of general AT&T hot keys. Several of these keys may be used when a relay customer's call reaches voice mail or interactive menus.

FOR RELAY:
(nbr busy) ga or sk
(ca xxxx m/f)
(answered in TTY connecting your call)
(ca here... explaining relay)
(female)
(hung up) ga or sk
(recorded message)
(message has been left)
(male)
(and I will relay complete message)
pay per call - you will be charged for each
redial
(ringing 1...)
(one moment pls)
hold for billing verification
(state id) ca xxxx m/f with a call
(ca xxxx m/f) thank you bye sksk

Technical Standards

2002 State Recertification Process AT&T Relay Services

Functional Standards:

COMPLAINTS:

AT&T Relay Services Customer Satisfaction Process

Here is a summary of current practices for documenting complaints, comments, and inquiries in our relay facilities.

The AT&T Relay Services National Customer Care Center

We operate a nation-wide toll free number accessible to both TTY and voice users:

- TTY: 1-800-682-8786
- Voice: 1-800-682-8706
- Fax: 1-888-288-2184

This service is accessible 24 hours a day and allows users to call with questions, comments, commendations, and complaints regarding relay service. If a live attendant is not immediately available, the caller may leave his/her name and number for a prompt return call, usually within four hours. Customers with comments may also access the AT&T Relay Services website at the following url: www.att.com/relay , and access the page titled "We welcome your feedback". These comments receive the same timely attention that all customer comments receive from AT&T Relay Services. Response time is under twenty-four hours in over 90% of the contacts.

During call processing:

Upon request, customers are transferred to a supervisor or manager in the relay center who documents the contact in full detail, including:

- Customer name, phone and address (at customer's discretion).
- All operator numbers provided by the customer.
- Time and date of call, as well as back and forward numbers (at customer's discretion) to assist in call reports that may identify personnel or technical issues that have effected call quality.
- Verbatim report of customer's complaint, concern or inquiry, including customer's response to any clarification requested by the supervisor.
- Verbatim report of supervisor's response to customer's concerns and documentation of either (a) customer's satisfaction with response or (b) commitment to follow up action, such as technical investigation, personnel review or call back.

2002 State Recertification Process AT&T Relay Services

During call processing: (Continued)

Supervisors who speak with customers regarding complaints are instructed to determine whether a follow up response is desired. Customers have the option of designating whether they wish to receive response by postal service, email, fax, or phone. Customers who choose to provide feedback via the AT&T Relay website may also designate the form in which they prefer to receive follow up contacts.

All information documented by the supervisor is forwarded to the National Customer Care Center for entry into a central database and distribution to appropriate parties within 24 hours of complaint receipt. Parties include Account Manager and Center Management. State agencies or departments may also be included upon request.

2002 State Recertification Process AT&T Relay Services

CONSUMER COMPLAINTS LOGS:

AT&T has previously provided to you a copy of the annual complaint summary information and logs in June 2002, which was also filed with the FCC before or on July 1, 2002.

AT&T RELAY SERVICES
2002 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2001 through May 31, 2002

2001												2002				
As of June 20, 2002																
Alabama																
VOICE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL			
	0	0	0	0	0	0	0	0	0	0	0	0	0			
TTY	2	1	0	1	1	0	1	3	0	1	1	1	3			
TOTAL	2	1	0	1	1	0	1	3	0	1	1	1	3			

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 2001 through May 31, 2002
Complaint Summary by Category

2001												2002				
Alabama																
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total			
Transparency													0			
Confidentiality													0			
Verbatim	2				1		1	2		1	1	3	10			
Typing Issues				1									2			
In Call Replacement													0			
Answer Perform		1						1					2			
Gender Accom													0			
Total	2	1	0	1	1	0	1	3	0	1	1	3	14			

**ALABAMA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2001 – MAY 2002**

June 2001

TTY June 5, 2001

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized.

Contact Closed: June 5, 2001

FCC: Verbatim

TTY June 14, 2001

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the trouble on his/her call.

Contact Closed: June 14, 2001

FCC: Verbatim

July 2001

TTY July 30, 2001

The customer complained they were unable to reach the relay service when dialing 711.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and referred the customer to her LEC to check for switching errors.

Contact Closed: August 2, 2001

FCC: Answer Performance

August 2001 – Nothing to report

September 2001

TTY September 6, 2001

The customer complained about the CA's typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 6, 2001

FCC: Typing Issue

**ALABAMA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2001 – MAY 2002**

October 2001

TTY October 24, 2001

The customer complained the CA did not relay the call verbatim.

Category: Other (Misc)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer his complaint would be documented.

Contact Closed: October 24, 2001

FCC: Verbatim

November 2001 – Nothing to report

December 2001

TTY December 21, 2001

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 21, 2001

FCC: Verbatim

January 2002

TTY January 15, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: January 15, 2002

FCC: Verbatim

TTY January 24, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and informed the customer there may have been high call volumes during that time.

Contact Closed: January 24, 2002

FCC: Answer Performance

**ALABAMA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2001 – MAY 2002**

TTY January 28, 2002

The customer complained the CA did not type the recorded message on his/her relay call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Documented the customer's complaint, and offered to place another call.

Contact Closed: January 28, 2002

FCC: Verbatim

February 2002 – Nothing to report

March 2002

TTY March 8, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 8, 2002

FCC: Verbatim

April 2002

TTY April 15, 2002

The customer complained about the CA's spelling.

Category: English Grammar

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the misspellings, and assisted the customer with his call.

Contact Closed: April 15, 2002

FCC: Typing Issue

May 2002

TTY May 4, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 4, 2002

FCC: Verbatim

**ALABAMA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2001 – MAY 2002**

TTY May 11, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Attempted to contact the customer several times to discuss the complaint, but she was not available.

Contact Closed: May 15, 2002

FCC: Verbatim

TTY May 16, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 16, 2002

FCC: Verbatim

2002 State Recertification Process AT&T Relay Services

PUBLIC ACCESS TO INFORMATION:

Outreach activities include AT&T Relay's website (<http://www.consumer.att.com/relay>). Copies of AT&T relay web pages are attached hereto.

Introducing AT&T Relay Service!

*The new way to make relay calls directly
from your Web browser.*

Click here to
start making
Internet Relay
calls today.



[Terms and Conditions](#)

att.com/relay

[Technical Support](#)

[Privacy Policy](#)

[User Survey](#)

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Technical Support - Frequently Asked Questions (FAQ)

1 - Will the relay calls made through the Internet Relay Service be billed?

Currently, with the exception of calls to 900 pay-per-call services and international calls, all Internet Relay Calls made through AT&T are completed at no cost to you.

2 - Can I complete a 900 pay-per-call through the Internet Relay Service?

Yes. In order to complete a call to a 900 pay-per-call number, you will be asked to provide valid billing information before the call can be completed.

3 - Is my conversation secured whenever I use the Internet Relay Service to make a relay call?

Yes. In accordance with the requirements set forth in the FCC Declaratory Ruling 02-121, all relay calls are encrypted using encryption of commercially reasonable quality. AT&T has implemented technology and security features and strict policy guidelines to safeguard the privacy of your relay calls and any customer identifiable information from unauthorized access or improper use, and we will continue to enhance our security procedures as new technology becomes available.

4 - How do I print my relay conversation?

The Print/Save feature allows you to print your conversation to a local printer. This feature is accessible from the Welcome/Call Launch page and becomes active only after you have entered a phone number and have initiated a call. When you click on "Print/Save", a new window will open that will give you options for printing your conversation. To save your conversation from this window, click "File" then "Save as" and give a file name. In Microsoft Internet Explorer®, you must also change the file type to "Web Page, html only". Click "Save" to save the conversation.

5 - Why is the connection taking so long? Why are there long hold times before getting connected?

This can be based on several factors. For example, there may be problems with the Internet connection or the server. All available modems and equipment may be tied up. Also, on rare occasion, all CAs may be busy at the relay center. When this happens, you may want to hang up and try your call later, or try regular AT&T Relay Services.

6 - Can I provide special instructions for my call?

To provide special instructions or to interact with the AT&T Communications Assistant (CA) before the CA completes the call, simply leave the "Number" field empty and click on the "Place Call" icon. A CA will come on the line and you can provide special instructions directly to the CA along with the number you wish to call.

7 - Can I use Voice Carry Over (VCO) through Internet Relay?

Currently, the AT&T Internet Relay service will not support VCO. AT&T is researching the possibility of being able to offer this functionality in the future.

8 - What operating systems are currently supported?

We currently support Microsoft Windows® family operating systems such as Windows 95, 98, ME, NT, 2000, and XP. Relay may require a JVM plug-in to run on Windows XP. If so, you will be directed to a web site to get the plug-in. We welcome your feedback regarding using Internet Relay under other operating systems.

9 - What browsers are currently supported?

We currently support Netscape 4.7x and higher and Microsoft Internet Explorer 4 and higher. (Microsoft Internet Explorer 6.x may require installation of a Java "Virtual Machine".) Other browsers may work as well, provided that they have Java support. We would appreciate your feedback regarding other browsers and versions.

10 - Do I need to change anything in my browser to use AT&T Internet Relay?

The standard settings for most browsers should allow AT&T's Internet Relay to work right out of the box. AT&T's Internet Relay

client uses Java and Javascript, so these should be enabled. Refer to your browser’s help files on how to verify that Java and Javascript are enabled.

11 - What does it mean when I get the message: “All connections to the relay center are currently busy, please wait”?
This means the system is currently over capacity and your call will go through in the order it was received once other calls are completed. This should be a fairly rare occurrence.

Technical Support - Further Questions

If you have further questions, please complete the form below to give us a detailed description of your Internet Relay question. Please note that the information provided on the form below will be kept confidential and will only be used to resolve or address your question.

Technical Support Form

Name:

E-Mail Address:

Operating System:

-- Select --

System Memory:

MB

Internet Connection:

-- Select --

Browser:

-- Select --

Date of the Call Attempt:

01

/

01

/

2002

Time of the Call Attempt:

1

:

00

AM

Number you were calling:

What Happened:

-- Select --

Additional Comments

Thank you for taking the time to give us your feedback.
We may contact you if additional information is required.

Submit

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http://www.relaycall.com/national/national_ts.html (2 of 2) [09/26/2002 1:47:32 PM]

Welcome to AT&T Relay Service!

[Terms and Conditions](#)[Technical Support](#)[User Survey](#)

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User Survey

Thank you for your interest in AT&T's Internet Relay Service. Your comments and suggestions are extremely valuable to us for improving the services we offer to you. In order to provide your feedback, we ask that you complete and submit the following information. We will only use your responses to the user survey in accordance with the AT&T Online Privacy Policy. Please feel free to click on this link, [AT&T Privacy Link](#) to learn more about AT&T's commitment to privacy.

* Name:

If you would be willing to provide your email address so that you could be emailed information on AT&T Relay Services, please enter it below. These messages would be infrequent and your email would not be used for any other purpose. *To unsubscribe at any time for any future Email information from AT&T Relay Service only, simply type "unsubscribe" along with your email id in the Email box below and click submit.*

Email:

Phone:

* Home Address:

* City:

* State:

* Zip Code:

* Optional

What type of equipment did you use to access AT&T's Internet Relay Service?

PC ☐ MAC ☐ Other ☐

Which browser did you use?

Internet Explorer 5.0 ☐ Netscape 4.7 ☐ Other ☐

How "user friendly" did you find the service to be:

Very Easy ☐ Somewhat Easy ☐ Somewhat Difficult ☐ Very Difficult ☐

How would you describe your experience with AT&T's Internet Relay Service?

Better than traditional relay ☐ About the same as traditional relay ☐Not as good as traditional relay ☐

If the Internet Relay Service and Traditional Relay Service were the same price per minute, which would you choose?
Internet Relay ☐ Traditional Relay ☐ Use them both ☐

If there was a charge for using Internet Relay, which would prefer to pay?
\$10.00 Monthly fee for Unlimited calls ☐ \$ 0.05 per minute ☐ \$0.25 per call ☐ Other: ☐

If you had to pay for your usage with a credit card, would you still use the service?
Yes ☐ No ☐ Don't Know ☐

Did you find the interface to get to the CA easy to use?
Yes ☐ No ☐ Don't Know: ☐

If you had difficulty, were the Frequently Asked Questions (FAQs) helpful to you or did you seek technical support?
The FAQs WERE helpful ☐ The FAQs were NOT helpful ☐ I sought Technical Support ☐

If you had to supply a login and password to use Internet Relay, would you still use the service?
Yes ☐ No ☐

What one improvement would you like to see made to AT&T's Internet Relay Product?

What other options or features would you like to see with AT&T's Internet Relay Service?

Would you be willing to answer additional questions about this service at a later date?
Yes ☐ No ☐

May we have your permission for an AT&T Relay staff person to contact you via email about your comments?
Yes ☐ No ☐

Please note that this does not guarantee that AT&T Relay will contact you. We do not respond to all surveys. However, sometimes there are comments submitted by customers that we would appreciate an opportunity to discuss further.

Thank you for taking the time to respond to this user survey. AT&T Relay appreciates your feedback!

Submit



Welcome to AT&T Relay Service!

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Terms & Conditions

Service Description

AT&T's Internet Relay provides a new way for Telecommunications Relay Services (TRS) customers to access The AT&T Relay Service, via the Internet, instead of the public switched telephone network. AT&T's Internet Relay Service, also known as IP Relay, allows you to access the relay service via your computer, web phone, personal digital assistant, or any other Internet capable device through your Internet Service Provider ("ISP"). By pointing your web browser to the AT&T Internet Relay address <http://relay.att.com> you will be able to access the relay operator and place a relay call to a standard phone user pursuant to the terms and conditions set forth below. You will get the same level of quality that you have come to expect from AT&T Relay Service... right from your desktop.

Please keep in mind that Internet Relay Service does not replace traditional land-line relay services or offer all the call types that are required with traditional land-line relay service. To use AT&T's traditional land-line Relay Service, please call 800-855-2883. For more information about AT&T's Relay Service please call 800-682-8786 TTY or 800-682-8706 Voice.

PLEASE NOTE THAT THIS INTERNET RELAY SERVICE IS PROVIDED BY AT&T. PLEASE READ AND REVIEW THE TERMS AND CONDITIONS OF THE AT&T AGREEMENT BELOW. BY USING THIS SERVICE YOU AGREE TO THE TERMS AND CONDITIONS SET FORTH. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT USE THE SERVICE.

AT&T INTERNET RELAY SERVICE AGREEMENT

Agreement & Conditions

THANK YOU FOR USING AT&T INTERNET RELAY SERVICES. IN THIS AGREEMENT ("AGREEMENT"), "YOU" AND "YOUR" MEAN THE CUSTOMER OF AT&T SERVICES DEFINED BELOW AND "AT&T," "WE" "OUR," AND "US" MEAN AT&T CORP., AT&T RELAY SERVICES AND ANY AT&T AFFILIATES AUTHORIZED TO PROVIDE YOU WITH SERVICE. BY USING THIS SERVICE, YOU AGREE TO THE TERMS AND CONDITIONS SET FORTH ON THIS PAGE. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT USE THE SERVICE.

This Agreement may only be changed in the manner provided here.

1. Service Description.

Internet Relay provides a new way for Telecommunications Relay Services (TRS) customers to access The Relay Service, via the Internet, instead of the public switched telephone network. AT&T's Internet Relay Service, also known as IP Relay, allows you to access the relay service via your computer, web phone, personal digital assistant, or any other Internet capable device through your Internet Service Provider ("ISP"). By pointing your web browser to the Internet Relay address you will be able to access the Relay Operator (also known as a communications assistant or CA) and place a relay call to a standard phone user.

Users will be able and allowed to place domestic local, toll, and long distance AT&T Internet Relay calls to anywhere at no cost! Outbound international calls are permitted through this service upon provision of valid and acceptable billing arrangements. Other limitations apply as set forth herein. Limited AT&T technical support may be available, however, AT&T shall have no obligation to provide technical or customer service support for use of AT&T Internet Relay Service.

2. Technical Requirements.

Current PC software & browser requirements to access AT&T Internet Relay are: Windows 95, or higher; and Microsoft Internet Explorer versions 5.0, 5.5; or Netscape version 4.7. If you are using a different browser or PC software, you may contact AT&T technical support via email to determine whether it is feasible for you to access AT&T Internet Relay service. However, AT&T does not warrant that our technical support will be available to respond to you, or that it will be able to resolve technical access questions.

3. Authorized Use.

AT&T National Relay

To be an “Authorized User” you must reside within and place the IP relay call from within the domestic United States, including Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands. AT&T may investigate and help prevent potentially unlawful activity or activity that threatens the network or otherwise violates the customer agreement for this service. AT&T reserves the right to investigate any abuse and/or unauthorized of access of this service. AT&T will not be held liable for costs or damages arising directly or indirectly from unauthorized use or access of the service. AT&T will not be liable for any cost or damage arising either directly or indirectly from use of the service.

4. Availability.

AT&T Internet Relay is intended to be available 24 hours-a-day and 7 days-a-week. Technical or service affecting situations may arise which can result in the service being temporarily unavailable. Service may also not be available at all times due to interruptions or technical problems with the Internet Service Provider, and other reasons. AT&T does not warrant that the service will be uninterrupted or error free or that defects in the service will be corrected. The service is being made available on an “as is, as available” basis.

5. Types of Calls Allowed in AT&T Internet Relay Service:

This service permits you to place certain Internet relay calls using AT&T Relay services as set forth in Sections 1 through 5. Until further notice as set forth in Section 15, all calls, with the exception of 900 pay-per-call services and international calls, are free to Authorized Users. Service will be provided in English and Spanish. The following additional limitations apply:

- Calls must originate from a number within the United States and/or Canada.
- International calls are permitted provided valid and acceptable billing is provided.
- 900 pay-per-calls are permitted provided valid and acceptable billing is provided. AT&T is not responsible for any billing incurred as a result of calls to 900 pay-per-call services. AT&T is also not liable or responsible for the content of information transmitted or provided by 900 pay-per-call services or providers.
- TTY-to-TTY calls ~ Operator Services for the Deaf (1-800-855-1155) are currently not available.
- Voice Carry Over (VCO) is not available.
- Selection of Carrier of Choice (COC) is not available.
- **Internet Relay is not for Emergency calls.** AT&T Internet Relay Service is not designed as a substitute for 911 services. Due to the nature of IP Relay, at this time AT&T will not be able to recognize your location to forward it to an emergency center. AT&T will make every effort to complete or transfer an IP Relay call. To ensure that your emergency call is handled quickly, please use your telephone or TTY to call your local emergency service number directly. AT&T shall not be liable for damages for emergency calls placed over the AT&T Internet Relay Service.
- AT&T reserves the right to seek reimbursement for all call types that are not permitted or available.

6. Confidentiality.

Calls made through AT&T Internet Relay are confidential. AT&T Relay Operators (also known as communications assistants), as required by law applicable to regular relay services, will not disclose any information from your conversation, and no records of the conversation’s content are kept.

7. Security.

AT&T has implemented technology and security features and strict policy guidelines to safeguard the privacy of your relay calls and any customer identifiable information from unauthorized access or improper use, and we will continue to enhance our security procedures as new technology becomes available.

8. Fraudulent Use.

You will not use the Services for any unlawful, abusive, or fraudulent purposes, including, for example, using the Services in a way that (1) interferes with our ability to provide Services to you or other customers; or (2) avoids your obligation to pay for the Services not offered in this trial. If AT&T has reason to believe that you or someone else is abusing the Services or using them fraudulently or unlawfully, we can immediately suspend, restrict, or cancel the Services without advance notice.

9. Indemnification:

YOU AGREE THAT WE SHOULD NOT BE RESPONSIBLE FOR ANY THIRD-PARTY CLAIMS AGAINST US THAT ARISE FROM YOUR USE OF THE SERVICES. FURTHER, YOU AGREE TO REIMBURSE US FOR ALL COSTS AND EXPENSES RELATED TO THE DEFENSE OF ANY SUCH CLAIMS, INCLUDING ATTORNEYS’ FEES, UNLESS SUCH CLAIMS ARE BASED ON OUR WILLFUL MISCONDUCT OR GROSS NEGLIGENCE. THIS PROVISION WILL CONTINUE TO APPLY AFTER THE AGREEMENT ENDS.

10. Limitations of Liability:

NOTHING IN THIS AGREEMENT LIMITS OUR LIABILITY, IF ANY, FOR WILLFUL OR INTENTIONAL MISCONDUCT.

IF OUR NEGLIGENCE CAUSES DAMAGE TO PERSON OR PROPERTY, WE WILL BE LIABLE FOR NO MORE THAN THE AMOUNT OF DIRECT DAMAGES TO THE PERSON OR PROPERTY. IF OUR NEGLIGENCE CAUSES DAMAGE OF ANY OTHER SORT, WE WILL BE LIABLE FOR NO MORE THAN THE AMOUNT OF OUR CHARGES FOR THE SERVICES DURING THE AFFECTED PERIOD. FOR ALL CLAIMS THAT ARE NOT THE RESULT OF AT&T'S WILLFUL OR INTENTIONAL MISCONDUCT, WE WILL NOT BE LIABLE FOR PUNITIVE, RELIANCE, OR SPECIAL DAMAGES, OR FOR INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR REVENUE OR INCREASED COSTS OF OPERATION. THESE LIMITATIONS APPLY EVEN IF THE DAMAGES WERE FORESEEABLE OR WE WERE TOLD THEY WERE POSSIBLE, AND THEY APPLY TO ANY NEGLIGENCE CLAIM THAT DOES NOT INVOLVE WILLFUL MISCONDUCT OR INTENTIONAL MISCONDUCT, NO MATTER HOW THAT CLAIM IS STYLED OR ON WHAT LEGAL GROUNDS (SUCH AS CONTRACT, TORT, STATUTE, MISREPRESENTATION, IT IS BASED.

WE WILL NOT BE LIABLE FOR ANY DAMAGES — AND WILL BE LIABLE ONLY FOR THE AMOUNT OF OUR CHARGES FOR THE SERVICES DURING THE AFFECTED PERIOD — IF SERVICES ARE INTERRUPTED, OR THERE IS A PROBLEM WITH THE INTERCONNECTION OF OUR SERVICES WITH THE SERVICES OR EQUIPMENT OF SOME OTHER PARTY. THIS SECTION WILL CONTINUE TO APPLY AFTER THE AGREEMENT ENDS.

11. Warranties.

EXCEPT AS THIS AGREEMENT EXPRESSLY STATES, WE MAKE NO EXPRESS WARRANTY REGARDING THE SERVICES AND DISCLAIM ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WE ALSO MAKE NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE. WE DO NOT AUTHORIZE ANYONE, INCLUDING, BUT NOT LIMITED TO, AT&T EMPLOYEES, AGENTS OR REPRESENTATIVES, TO MAKE A WARRANTY OF ANY KIND ON OUR BEHALF AND YOU SHOULD NOT RELY ON ANY SUCH STATEMENT.

12. Credit Allowances for Interruptions.

If an interruption or failure of Services is caused solely by AT&T and not by you, the ISP provider, a third party or other causes beyond our reasonable control, for billable services only, you may be entitled to a credit allowance as specified in the applicable Service Guide.

13. Dispute Resolution:

IT IS IMPORTANT THAT YOU READ THIS ENTIRE SECTION CAREFULLY. THIS SECTION PROVIDES FOR RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BY A JUDGE OR JURY OR THROUGH A CLASS ACTION. YOU CONTINUE TO HAVE CERTAIN RIGHTS TO OBTAIN RELIEF FROM A FEDERAL OR STATE REGULATORY AGENCY.

- a. **Binding Arbitration** The arbitration process established by this section is governed by the Federal Arbitration Act ("FAA"), 9 U.S.C. //1–16. You have the right to take any dispute that qualifies to small claims court rather than arbitration. All other disputes arising out of or related to this Agreement (whether based in contract, tort, statute, fraud, misrepresentation or any other legal or equitable theory) must be resolved by final and binding arbitration. This includes any dispute based on any product, service or advertising having a connection with this Agreement and any dispute not finally resolved by a small claims court. The arbitration will be conducted by one arbitrator using the procedures described by this Section 13. If any portion of this Dispute Resolution Section is determined to be unenforceable, then the remainder shall be given full force and effect.

The arbitration of any dispute involving \$10,000 or less shall be conducted in accordance with the Consumer Arbitration Rules of the American Arbitration Association ("AAA"), as modified by this Agreement, which are in effect on the date a dispute is submitted to the AAA. The AAA's Commercial Arbitration Rules and fee schedules will apply to any disputes in excess of \$10,000, except as modified herein. You have the right to be represented by counsel in an arbitration. In conducting the arbitration and making any award, the arbitrator shall be bound by and strictly enforce the terms of this Agreement and may not limit, expand, or otherwise modify its terms.

NO DISPUTE MAY BE JOINED WITH ANOTHER LAWSUIT, OR IN AN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON, OR RESOLVED ON A CLASS-WIDE BASIS. THE ARBITRATOR MAY NOT AWARD DAMAGES THAT ARE BARRED BY THIS AGREEMENT AND MAY NOT AWARD PUNITIVE DAMAGES OR ATTORNEYS' FEES UNLESS SUCH DAMAGES OR FEES ARE EXPRESSLY AUTHORIZED BY A STATUTE. YOU AND AT&T BOTH WAIVE ANY CLAIMS FOR AN AWARD OF DAMAGES THAT ARE EXCLUDED UNDER THIS AGREEMENT.

- b. **Arbitration Information and Filing Procedures.** Before you take a dispute to arbitration or to small claims court, you must first write to us at AT&T, P.O. Box 944078, Maitland, Florida 32794-4078, and give us an opportunity to resolve the dispute. Similarly, before AT&T takes a dispute to arbitration, we must first attempt to resolve it by contacting you. If the dispute cannot be satisfactorily resolved within sixty days from the date you or AT&T is notified by the other of a dispute, then either party may then contact the AAA in writing at AAA Service Center, 134555 Noel Road, Suite 1750, Dallas, Texas 75240-6620 and request arbitration of the dispute. Information about the arbitration process and the AAA's Arbitration Rules and its fees are available from the AAA on the Internet at www.adr.org, or by contacting us at AT&T, P.O. Box 944078, Maitland, Florida 32794-4078. The arbitration will be based only on the written submissions of the parties and the documents submitted to the AAA relating to the dispute, unless either party requests that the arbitration be conducted using the AAA's telephonic, on-line, or in-person procedures. Additional charges may apply for these procedures. Any in-person arbitration will be conducted at a location that the AAA selects in the state of your primary residence. Arbitrations under this Agreement shall be confidential as permitted by federal law. By notifying AT&T within twenty days after commencing an arbitration proceeding, you may elect to relieve both parties to the arbitration of confidentiality obligations

ANY CLAIM OR DISPUTE ARISING OUT OF THIS SERVICE OR RELATING TO THIS AGREEMENT MUST BE BROUGHT WITHIN TWO YEARS AFTER THE DATE THE BASIS FOR THE CLAIM OR DISPUTE FIRST ARISES.

- c. **Fees and Expenses of Arbitration.** You must pay the applicable AAA filing fee when you submit your written request for arbitration to the AAA. The AAA's filing fee and administrative expenses for a document arbitration will be allocated according to the AAA's Rules, except as stated herein, for claims of less than \$10,000, you will only be obligated to pay a filing fee of \$20 and we will pay all of the AAA's other costs and fees. For claims between \$10,000 and \$75,000, you will pay a fee to the AAA of no more than \$375, and we will pay all of the AAA's other costs and fees. If you elect an arbitration process other than a document ("desk") or telephone arbitration, you must pay your allocated share of any higher administrative fees and costs for the process you select. If you request such an alternative process, or for claims of \$10,000 or greater, AT&T will also consider, upon receiving your request and on a case-by-case basis, paying some or all of the AAA's fees and expenses that you would otherwise be allocated under the AAA's rules. You also may ask the AAA about the availability of a pro bono arbitrator and/or a waiver or deferment of fees and expenses from the AAA; more information about the AAA's rules and policies is available at the AAA's website, which is www.adr.org. Unless applicable substantive law provides otherwise, each party will pay its own expenses to participate in the arbitration, including attorneys' fees and expenses for witnesses, document production and presentation of evidence. If you prevail before the arbitrator, however, you may seek to recover the AAA's fees and the expenses of the arbitrator from us. If we prevail before the arbitrator, and if we show that you acted in bad faith in bringing your claim, then we may seek to recover the AAA's fees and expenses of the arbitrator from you.

14. Miscellaneous:

- a. **No Third Party Rights.** This Agreement does not provide any third party with a remedy, claim, or right of reimbursement.
- b. **Acts Beyond Our Control.** Neither you nor we will be responsible to the other for any delay, failure in performance, loss or damage due to fire, explosion, power blackout, earthquake, volcanic action, flood, the weather elements, strike, embargo, labor disputes, civil or military authority, war, acts of God, acts or omissions of carriers or suppliers, acts of regulatory or governmental agencies, or other causes beyond our reasonable control, except that you must pay for any Services used.
- c. **Assignment.** We can assign all or part of our rights or duties under this Agreement without notifying you. If we do that, we have no further obligations to you. You may not assign this Agreement or the Services without our prior written consent.
- d. **Notices.** Notices from you to AT&T must be provided as specified in this Agreement. Notice from you to AT&T made by calling AT&T is effective as of the date that our records show that we received your call. AT&T notice to you, to the extent applicable, may be by posting on our web site, newspaper ad, postcard, letter, call to your billed telephone number, revision to these terms and conditions or an email to an address provided to you.
- e. **Separability.** If any part of this Agreement is found invalid, the rest of the Agreement will remain valid and enforceable.
- f. **Governing Law.** This Agreement will be governed by the law of the State of New York, without regard to its choice of law rules, except that the arbitration provisions in Section 13 will be governed by the Federal Arbitration Act. This governing law provision applies no matter where you reside, or where you use or pay for the Services.
- g. **Entire Agreement.** This Agreement constitutes the entire agreement between us and supersedes all prior agreements, understandings, statements or proposals, and representations, whether written or oral. This Agreement can be amended only as provided in Section 15 below. No written or oral statement, advertisement, or service description not expressly contained in the Agreement will be allowed to contradict, explain, or supplement it. Neither you nor AT&T is relying on any representations or statements by the other party or any other person that are not included in this Agreement.

15. Changes to This Agreement.

This Agreement may only be changed in the manner provided here.

We may change this Agreement from time to time. If we make any changes to the prices or charges, we will post them on the web page for the terms and conditions for AT&T Internet Relay Services. Posting on the web page satisfies any applicable notice requirements.

IF YOU CONTINUE TO BE ENROLLED IN, USE, OR PAY FOR THE SERVICES AFTER ANY CHANGES IN THE PRICES, CHARGES, TERMS OR CONDITIONS, YOU AGREE TO THE CHANGES.

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2002 State Recertification Process AT&T Relay Services

PORTABILITY OF CONSUMER DATA:

AT&T will comply with federal, state, and/or contract obligation regarding transfer of TRS consumer information to an incoming TRS vendor.

2002 State Recertification Process AT&T Relay Services

JURISDICTIONAL COST SEPARATION:

AT&T Relay Service bills the state for intrastate minutes only and bills National Exchange Carrier Association (NECA) for interstate, international, and Internet minutes.

The TRS interstate fund administered by NECA is designed to compensate eligible providers for the costs of furnishing interstate traditional TRS, international, interstate STS, and intrastate and interstate VRS in English and Spanish. In April 2002, the FCC clarified that IP Relay falls within the statutory definition of TRS, and therefore, such services are eligible to recover their costs from the interstate TRS fund. Relay providers report their interstate, international, and Internet minutes monthly for reimbursement.

IP Relay Note:

On an interim basis, the Commission allowed recovery of all costs of providing IP Relay from the interstate fund because, at this time, there is no automatic means to determine whether an IP Relay minute is intrastate or interstate. In its Second Further Notice of Proposed Rulemaking, the Commission requested comments on whether this interim measure should be permanent. Several comments were filed asking the Commission to make permanent the cost recovery for all IP relay minutes from the TRS interstate fund until such time as technology is developed that will enable identification of whether an IP Relay minute is intrastate or interstate.

ALABAMA's TELEPHONE RELAY SYSTEM (TRS)

Brief Summary of How System is Funded

Alabama's TRS is funded by a \$0.15 per access line per customer surcharge to subscribers of local wireline service. The local exchange carriers bill and collect the surcharge from their customers and remit all monies to the Dual-Party Relay Fund Administrator. **Appendix D** is a copy of the Commission Order establishing the surcharge [note: surcharge was reduced from \$0.20 per access line to \$0.15 on December 9, 1994.]

Brief Statement of How Interstate Calls are Funded

Source: <http://www.neca.org/trs.htm>

Every state has at least one contracted relay provider. That provider is reimbursed through a contract with the state for calls placed within its boundaries. Interstate TRS calls are funded through a shared funding mechanism implemented by the FCC in 1993. NECA, the TRS Fund Administrator, collects funds from approximately 5,000 companies, and disburses payments to the eleven providers that offer interstate TRS in 50 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands. Relay providers report their interstate minutes monthly for reimbursement.

Currently, there are ten interstate TRS providers that are reimbursed by the Fund: Ameritech, AT&T, Hamilton Telecommunications, Kansas Relay Service, Inc., MCI, Southwestern Bell Telephone, Sprint Statewide Services for Hearing Impaired, Verizon, VISTA IT, Inc. AT&T, operator of Alabama's TRS is funded through NECA for interstate calls.

Brief Statement of How Intrastate Funding was Communicated to the Public

See Appendix E.

Outreach Activities

See Appendix F.

Sample Phone Bill and Directory Information

See Appendix G.

Sample Fund Settlement

See Appendix H.

APPENDIX A
ENABLING AUTHORITY

88-257

RECEIVED

APR 7 1977

Time 2:50 PM
Governor's Office

S. 38

By: Senator Dial

Enrolled, An Act,

To authorize and empower the public service commission to impose a surcharge on customers of telephone companies in the State in order to provide telephone service to persons with hearing and speech impairments.

BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

Section 1. The Alabama Public Service Commission shall impose a surcharge on each access line of each customer of the local exchange companies operating in Alabama to fund a dual-party relay system whereby a deaf or hearing-impaired person may communicate with other such persons or with normal hearing persons via telephone.

Section 2. The Alabama Public Service Commission shall establish the amount to be imposed based on the amount of funding necessary to implement and maintain such system. However, no additional fees other than said surcharge may be imposed on any user of this deaf and hearing-impaired service.

Section 3. The local exchange companies shall collect the surcharge from their customers and transfer the monies collected to a private fund to be held separate from all other funds and used solely for the administration of this system. The surcharge collected by the local exchange companies from their customers shall not be subject to the Utility Gross Receipts Tax levied under Sections 40-21-80 through 40-21-87 of the Code of Alabama 1975, or the Utility Use Tax levied under Sections 40-21-100 through 40-21-107 of the Code of Alabama 1975, nor shall such collections be

1 included in the Gross Receipts subject to tax under Section
2 40-21-58 of the Code of Alabama 1975, or the Supervision and
3 Inspection Fees under Sections 37-4-23 and 37-4-24 of the
4 Code of Alabama 1975.

5 Section 4. The Alabama Public Service Commission
6 shall be charged with implementation of such dual-party relay
7 system within the state and shall establish the procedures
8 for continuation of same.

9 Section 5. This Act shall become effective
10 immediately upon its passage and approval by the Governor, or
11 upon its otherwise becoming law.

12
13
14
15
16
17
18 
19 President and Presiding Officer of the Senate
20
21
22

23 
24 Speaker of the House of Representatives
25

26 S. 38

27
28 Senate 2-11-88

29 I hereby certify that the within Act originated in and passed
30 the Senate, as amended.
31

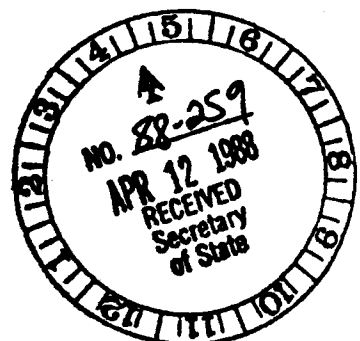
32 McDowell Lee,
33 Secretary
34
35
36

37 House of Representatives
38 Passed 3-31-88
39
40

41 By: Senator Dial
42

APPROVED 4/12 1988
TIME 3:35 PM

Secretary



August 1, 1988

Dear Customer:

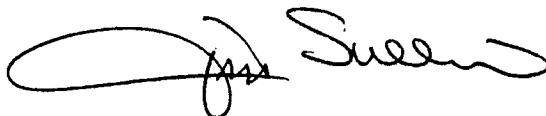
The Dual Party Relay System bill was passed by the Alabama Legislature and signed into law April 12. This law authorized the Alabama Public Service Commission to implement a telephone system in our State that would give hearing- and speech-impaired citizens use of the telephone on an equal basis with those without such impairments.

The bill further ordered that the system be funded by adding a small surcharge to the monthly bill of every telephone customer in our State. On June 9, the Alabama Public Service Commission set the amount of the surcharge at 20 cents per month. Your local telephone company will begin collecting the surcharge with the August billing.

The Dual Party Relay System will open the telephone lines to over 150,000 Alabamians with hearing and speech impairments, allowing them to communicate in a way that is often taken for granted by persons without such impairments.

With kindest regards,

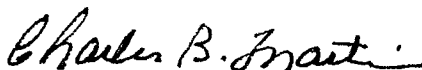
ALABAMA PUBLIC SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jim Sullivan".

Jim Sullivan
President

A handwritten signature in black ink, appearing to read "Lynn Greer".

Lynn Greer
Commissioner

A handwritten signature in black ink, appearing to read "Charles B. Martin".

Charles B. Martin
Commissioner

APPENDIX B
CONTRACT WITH AT&T

DUAL-PARTY RELAY SERVICE AGREEMENT

This Agreement is made this 11th day of August, 1988,
by and between AT&T Communications of the South Central States, Inc.,
with its offices at 1200 Peachtree Street, N.E., Atlanta, Georgia
30309 (AT&T), and Alabama Public Service Commission, an agency of the
State of Alabama, with its offices at One Court Square, Montgomery,
Alabama 36104 (APSC).

1. DESCRIPTION OF SERVICE

1.1 Service

AT&T agrees to provide the Alabama Dual-Party Relay Service ("DPRS") in accordance with the terms and conditions of this Agreement. Start of service hereunder shall be on January 1, 1989, or such other date as the parties may mutually agree.

1.2 Users Access Availability

AT&T through DPRS shall give the hearing and/or speech-impaired telephone user communication access comparable to that of the hearing/voice telephone user, twenty-four (24) hours a day, seven (7) days a week. AT&T through DPRS shall permit hearing-impaired users of Telecommunications Devices for the Deaf ("TDDs") to communicate with voice users of standard telephones by relaying conversations (voice to TDD and TDD to voice). Calls handled through DPRS will be between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone.

1.3 DPRS Center(s)

Callers (or end users) shall access a DPRS Center staffed by AT&T attendants. The DPRS Center(s) shall be located in Alabama at a site to be selected by AT&T and shall be designated solely as the Alabama Relay Center. AT&T may elect to have its attendants or

other personnel perform non-DPRS work at the DPRS Center; however, such other work shall not be subsidized by DPRS or the charges collected from end users in the State. DPRS-related functions will be given priority over non-DPRS functions, and costs associated with non-DPRS functions will be priced on a fully allocated basis.

1.4 Call Procedure

To use DPRS, a caller shall dial an 800 number to reach the DPRS Center and, either orally or by TDD, inform an attendant of the calling number, the called number, and the type of call.

The attendant shall contact the called party, at the lowest cost available alternative that meets the requirements of this Agreement, read the message from the TDD user or listen to the message from the voice user, and relay the conversation between the parties by either typing the message on the TDD or giving the message orally. MTS, WATS, or other interexchange services shall be used at the discretion of AT&T, or Local Exchange Service, as appropriate to complete DPRS calls.

1.5 Types of Calls Provided, End User Billing

At the present time, AT&T through DPRS shall only complete intrastate calls (i.e., both parties to the call must be located within Alabama) and those calls billed to telephone numbers within Alabama, until such time as regulatory, administrative, billing, funding, and other constraints shall permit DPRS to be used on an interstate basis. At such time, AT&T intends to provide DPRS on terms and conditions to be mutually agreed to by the parties involved in the interstate process. Prior to such interstate authorization, DPRS attendants will refuse to complete interstate calls or calls billed to telephone numbers which are out of state.

The type of calls handled by DPRS shall include non-coin sent paid, third party, AT&T Card or other telephone credit card, and collect. Calls may be placed person-to-person or station-to-station. Calls shall be billed to end users as if the calls were placed without the use of DPRS, from point of origination to point of termination, under the appropriate carrier's MTS or local intrastate tariff.

1.6 Call Limitations

Calls will be relayed in English only. Attendants will interpret or transliterate the syntax and other differences between American Sign Language ("ASL") and standard English. DPRS attendants will not complete calls to "976", information, Dial-It or 900 Services, weather, and other recorded announcements. AT&T

will use best efforts to handle calls to "911" and other emergency calls. Coin-sent paid calls are specifically excluded from DPRS because of the technical inability of AT&T to collect coins through DPRS.

1.7 Service Standards

In its provision of DPRS under this Agreement, AT&T shall comply with all APSC service and operator service standards that are appropriate to DPRS. AT&T shall submit monthly reports to APSC showing compliance with the service standards required.

2. SERVICE TERMS AND CONDITIONS

2.1 Single Point of Contact

A single point of contact at AT&T shall be designated to communicate with a single point of contact designated by APSC for the purpose of resolving matters such as, but not limited to, service performance issues, contract modifications, billing and collection issues, end user inquiries and complaints, inquiries from the PSC, and tariff modifications. APSC agrees that its single point of contact designated in this Section will act as a coordinator and facilitator on behalf of APSC.

The AT&T point of contact shall be the Operator Services, Southern Region Manager. The APSC point of contact shall be the Trust Administrator Committee.

2.2 Joint Responsibilities

AT&T and APSC shall jointly design, and AT&T shall publish and distribute, bill inserts, advertising and promotion of DPRS, including without limitation: a listing in LECs yellow pages directories, an initial bill insert for distribution by LECs to end users approximately one (1) month prior to the start of DPRS notifying end users of introduction and start of DPRS, and one (1) subsequent bill insert or advertisement or promotion for distribution by LECs in each twelve (12) month period following the start of DPRS. AT&T will be responsible for all expenses incurred in connection with design, publication and distribution of these materials and will be reimbursed by the Trust Account. AT&T shall have the right to design, publish, and distribute additional DPRS advertising and promotional materials on its own, at its sole cost and expense. Timing, method of distribution, and content of all DPRS bill inserts, advertising and promotional material shall be subject to the mutual prior approval of both parties, which approval shall not be unreasonably withheld.

2.3 Charges

APSC agrees AT&T will be paid the following charges:

(a) Start-Up Charges

Start-up charges attributable solely to DPRS, prior to start of DPRS, including but not limited to: promotional material; the design and planning of facilities; pre-purchase down payments; procurement of

facilities; hiring and training of attendants; building rent and renovation; installation and testing of equipment and facilities. Billing of such charges shall commence September 30, 1988, or such other date as the parties may mutually agree in writing, and shall be billed monthly thereafter.

The total of such charges identified in Exhibit I hereunder shall be those necessary to satisfy the agreed upon DPRS start of service date hereunder, but shall not exceed in the aggregate \$590,000.00, to be billed monthly at a total not to exceed \$100,000.00 per month for up to six (6) months. It is contemplated by the parties that this agreement will be signed before the actual amount of AT&T's start-up charges will be known. Therefore, once those start-up charges are known, AT&T shall provide the Trust Administrator Committee with an accounting thereof, and if AT&T's estimate of the start-up charges exceeds or is less than the actual amount, AT&T will make adjustments to the Trust with the amounts of its overpayment or underpayment. Increases shall not exceed ten percent (10%) of the Section 2.3(a) estimated charges.

The amount set forth above for start-up charges is based on the assumptions set forth in Exhibit I hereunder and the terms and conditions of this Agreement. Any changes in the assumptions set forth in Exhibit I require the prior mutual consent of AT&T and APSC in writing.

(b) DPRS Recurring Charges

Recurring, varying, non-usage based charges attributable solely to DPRS, shall include but are not limited to: building rent, maintenance and utilities; carrying and maintenance charges for furniture, office equipment and telecommunications equipment; advertising; an annual or as mutually agreed to audit as provided for in Section 2.4 hereunder; and service management and billing.

Recurring, usage-based charges of calls, attributable solely to DPRS, shall include but are not limited to: wages, salaries and benefits for attendants; miscellaneous office expenses (supplies, postage, delivery, etc.); miscellaneous staff/management expenses (travel, education, etc.); DPRS Management Staff and other overhead expenses.

For the first twelve months of the term of this Agreement, the charges under this Section will not exceed \$279,000 per month, unless AT&T provides notice in writing and an accounting of an increase in charges forty-five (45) days prior to the effective date of the increase.

(c) AT&T represents that Exhibit II hereunder describes its best estimates for the first and second year DPRS charges for facilities, wage expenses, tariffed network charges and other appropriate expenses assuming that the anticipated call volumes shown are accurate. The charges

referenced in Section 2.3(a) and network charges referenced in Section 2.3(b), reflect costs associated with an estimate of expected call volumes. Both parties understand that call volumes and other variables that differ from those assumed in Exhibit II will result in different costs than shown in Exhibit II.

- (d) Upon the start of DPRS, AT&T shall begin billing the Trust the recurring charges under Section 2.3(b). Thereafter, bills will be rendered on or before the first day of each month. Such bills will be based on estimates of said monthly charges. Estimates will be adjusted to reflect actual monthly charges within three (3) months following the bill date. For example, March 1989 estimated charges will be actualized no later than the June 1989 bill. Any offset or credit shall be reflected in the first monthly bill issued by AT&T after AT&T's verification of actual charges upon which such offset or credit is based. AT&T will provide a monthly credit or offset to the Trust for revenues received by AT&T from DPRS End Users pursuant to AT&T's intrastate End User MTS Tariff; provided that LECs supply AT&T with appropriate records of revenues collected from DPRS intrastate interLATA calls.

(e) The full amount of all bills from AT&T relative to DPRS shall be due on the payment date, which shall be twenty-five (25) days after the bill date shown on AT&T's bill.

2.4 Audits

The Fund Administrator Committee shall select an outside independent auditor to annually, or as otherwise mutually agreed to by the parties, audit one or more of the following records: ~~actual tariff bills, usage reports, usage based expenses, attendant and direct management wage records and building/office/equipment aggregate charges~~, and other records associated with DPRS and any other service performed by the DPRS Center, necessary for verification that the charges claimed by AT&T to have been incurred in the provision, expansion or contraction of DPRS are proper, ~~including allocation of attendant time, based on actual time records.~~ *Costs incurred as a result of the audit will be the responsibility of AT&T.*

Upon reasonable prior notice, AT&T shall make such records available at its office at reasonable times during the initial or any renewal term of this Agreement and for a period of two (2) years after the expiration thereof.

To the extent the audit report discloses any discrepancies in the DPRS charges, and subject to mutual verification of the amount by AT&T, AT&T will adjust the next monthly bill as appropriate,

provided the mutual verification of the amount is agreed to at least five (5) business days before the bill is issued. AT&T shall cooperate to assure that verification is completed in a timely manner. This Section 2.4 defines the entire scope of the audit as understood by the APSC and AT&T to be necessary to verify charges claimed by AT&T. Any expansion of the scope of this audit shall be agreed to by the APSC and AT&T prior to its performance allowing sufficient time to make records available. Costs incurred by AT&T as a result of the audit shall be included by AT&T in Section 2.3(b), DPRS Recurring Charges.

2.5 Methods, Procedures and Routing

AT&T shall retain complete control of all methods, procedures, call management capabilities, design, and selection of facilities and equipment used in providing to any party any data or information pertaining to the operation of DPRS, except as provided by Section 2.4 herein, or as required to assist in responding to APSC inquiries or investigations.

2.6 Credits or Refunds

AT&T will provide a refund as a credit against the charges specified in Section 2.3(b) herein, if DPRS "fails to perform." DPRS shall "fail to perform" when, for a period of three (3) consecutive hours or more, call originators are unable to complete

calls to DPRS, DPRS is unable to complete outbound calls to the intended call recipient, or DPRS is unable to relay conversations. For each "failure to perform" of three (3) consecutive hours or more within a twenty-four (24) hour time period, a credit will be issued by AT&T for one-thirtieth (1/30th) share of the monthly recurring charges under Section 2.3(b). No more than one credit will be issued within any twenty-four (24) hour time period. Such credits will not be issued where the source or cause of the failure is, or is due to, an LEC facility or service.

2.7 Changes

- (a) Changes in the provision of DPRS shall be made by AT&T at AT&T's sole discretion, provided that such changes do not violate the material terms and conditions of this Agreement or cause violation of any rules or regulations of the APSC as they may from time to time exist with respect to the provision of telecommunications service to the hearing and/or speech impaired. AT&T will provide at least three (3) months' prior written notice when there is a planned material change in DPRS, even if such change will not cause such a violation. A material change is defined as a change which is evident to the end user.
- (b) AT&T will use best efforts to employ new speech recognition and voice synthesis technology and automation in order to add features and options to DPRS, and to reduce costs to the extent possible.

2.8 Site and Use of DPRS Center

The site and use of the DPRS Center(s) shall be in AT&T's sole discretion; however, AT&T shall notify APSC of any change in location made thereto.

2.9 Term of Contract and Termination

- (a) This Agreement shall terminate on the later of December 31, 1991, or three (3) years after the DPRS commencement date mutually agreed to by the parties. This Agreement shall be renewable for additional two (2) year terms only if AT&T agrees in writing to renew at least eighteen (18) months prior to the expiration of the initial or any renewal term, and the APSC agrees in writing to renew at least twelve (12) months prior to the expiration of the initial or any renewal term. Renewals will be pursuant to the terms and conditions of this Agreement, except that Section 2.3 charges will be modified as necessary to reflect AT&T's then-prevailing costs.
- (b) If the three-year term is terminated prematurely under this Section 2.9(b) as set out herein, then Trust shall pay to AT&T a termination charge equal to one-half (1/2) of the sum of the remaining Section 2.3(b) recurring charges for the term which has been terminated and any

additional charges relating to employment termination of non-management DPRS staff if:

- (i) APSC terminates this Agreement, on ninety (90) days' prior written notice, for any reason other than a material default of AT&T; or
- (ii) APSC terminates this Agreement due to failure of the parties to mutually agree to a modification to this agreement after good faith negotiations, following APSC regulation modifications which either materially change DPRS provisions or cease to require DPRS; or
- (iii) AT&T terminates this Agreement due to Trustee's failure to pay charges hereunder for more than thirty (30) days after the payment date defined hereunder.

(c) Termination charges shall not be paid under Section 2.9(b) if:

- (i) APSC terminates due to AT&T's material breach of this Agreement, provided that AT&T has failed to remedy or make good faith efforts to commence performance of a remedy for material breach for more than thirty (30) days after receipt of written notice of the breach from APSC; or
- (ii) AT&T terminates due to a decision by AT&T to not negotiate a modification to this Agreement under Section 2.9(b) herein, following an APSC regulation modification that either materially changes DPRS or ceases to require DPRS.

3. GENERAL TERMS AND CONDITIONS

3.1 Limitation of Liability

AT&T's charges for DPRS provided under this Agreement are UNRELATED TO THE VALUE OF BUSINESS OR THE POTENTIAL FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE, SPECIAL OR OTHER DAMAGES IN EXCESS OF THOSE ALLOWED IN THIS AGREEMENT. APSC ELECTS TO ACCEPT CHARGES CALCULATED ON THAT BASIS, AND AGREES THAT THIS ALLOCATION OF RISK OF LIABILITY IS FAIR, REASONABLE AND NOT UNCONSCIONABLE, AND APSC RETAINS THE RIGHT TO PURCHASE INSURANCE TO COVER ANY ADDITIONAL LOSS OR LIABILITY.

ACCORDINGLY, AT&T'S ENTIRE LIABILITY TO APSC IS SUBJECT TO THE FOLLOWING LIMITATIONS:

(1) TO THE EXTENT NOT PROHIBITED BY LAW, AT&T'S LIABILITY TO APSC ON ACCOUNT OF ANY ACT OR OMISSION RELATING TO THE SERVICES OR THIS AGREEMENT SHALL BE LIMITED TO DIRECT DAMAGES THAT ARE PROVEN. AT&T'S LIABILITY TO APSC DURING ANY 12-MONTH PERIOD SHALL NOT EXCEED \$350,000.00. APSC HEREBY RELEASES AT&T AND ALL AT&T AFFILIATES AND THEIR EMPLOYEES, SERVANTS, AGENTS AND REPRESENTATIVES, AND ANY OTHER PERSON UNDER AT&T'S CONTROL, FROM ANY AND ALL DAMAGE CLAIMS IN EXCESS OF THESE AMOUNTS. THE LIMITATION OF LIABILITY PROVIDED IN THIS SECTION SHALL APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER ACTIVE OR PASSIVE. HOWEVER, NOTHING IN THIS SECTION SHALL LIMIT AT&T'S LIABILITY (A) IN TORT FOR ITS WILLFUL OR INTENTIONAL MISCONDUCT, OR (B) FOR BODILY INJURY OR DEATH PROXIMATELY CAUSED BY AT&T'S NEGLIGENCE. AT&T'S PATENT, COPYRIGHT, TRADEMARK AND TRADE SECRET INDEMNITY TO APSC UNDER SECTION 3.5 IS IN ADDITION TO THE AMOUNTS OF LIABILITY ALLOWED IN THIS SECTION.

(2) IN NO EVENT SHALL AT&T BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST PROFITS, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, INDEMNITY, WARRANTY, STRICT LIABILITY OR TORT, INCLUDING WITHOUT LIMITATION NEGLIGENCE OF ANY KIND WHETHER ACTIVE OR PASSIVE. APSC HEREBY RELEASES AT&T AND ALL AT&T AFFILIATES AND THEIR EMPLOYEES, SERVANTS, AGENTS, AND REPRESENTATIVES, AND ANY OTHER PERSON UNDER AT&T'S CONTROL, FROM ANY SUCH DAMAGES.

(3) AT&T SHALL HAVE NO LIABILITY TO APSC FOR DAMAGES CAUSED BY APSC'S FAILURE TO PERFORM ITS RESPONSIBILITIES UNDER THIS AGREEMENT.

3.2 Time for Filing Claims

The time for filing any claim to an action arising out of any DPRS or performance under this Agreement shall be governed by the laws of Alabama.

3.3 Warranty Exclusion

EXCEPT AS OTHERWISE SPECIFICALLY PROVIDED HEREIN, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, GRANTED BY AT&T WITH RESPECT TO DPRS PROVIDED HEREUNDER.

3.4 Uncontrolled Events

Neither AT&T nor APSC shall be liable for any loss, cost, damage, expense or delay caused by or due to events beyond the reasonable control of said parties.

3.5 Patent, Copyright, Trademark and Trade Secret Indemnity

AT&T warrants that DPRS does not and shall not infringe on the United States patent, copyright, trademark or trade secret rights of any person or entity, and further agrees to defend, indemnify and hold harmless against any costs and damages assessed by final judgment or executed settlement agreement, and reasonable attorney's fees and expenses, arising out of a claim that the use by any end user of DPRS constitutes such infringement. In order to receive AT&T's indemnification hereunder, AT&T shall be provided with prompt notice of any such claim and have the exclusive right to defend or settle such claim at AT&T's option. APSC shall cooperate with AT&T in its defense or settlement of such claim, at no expense. If AT&T determines that the right of end users to the use of DPRS is likely to be abridged, AT&T shall (i) take all reasonable steps necessary to procure for end users the right to continue to use DPRS; or (ii) modify DPRS so that no such abridgement will occur and correspondingly reduce charges if the modified DPRS is not substantially comparable to what it was before the modification; or (iii) if (i) and (ii) fail, then AT&T may discontinue service without liability. THIS SECTION STATES THE

ENTIRE LIABILITY OF AT&T FOR INFRINGEMENT BY ANY DPRS SERVICE PROVIDED UNDER THIS AGREEMENT.

3.6 Assignment

AT&T may not assign its rights or delegate its duties hereunder without the prior written consent of APSC, which consent shall not be unreasonably withheld, except that AT&T may assign its rights and obligations to a present or future affiliate or subsidiary of AT&T and its right to receive payment without consent of APSC. In the event of an assignment by AT&T under this Section 3.5, AT&T shall retain responsibility to the extent necessary to assure the integrity and performance levels of DPRS as provided for in this Agreement.

APSC rights hereunder may be assigned and its duties hereunder delegated to its successor.

3.7 Subcontracting

AT&T may subcontract any or all of the work to be performed by it under this Agreement, but shall retain responsibility for the work subcontracted to the extent necessary to assure the integrity and performance levels of DPRS as provided for in this Agreement.

3.8 Choice of Law

This Agreement and the relationship of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Alabama.

3.9 Entire Agreement

This Agreement constitutes the entire agreement of the parties for the provision and use of DPRS and supersedes all other prior written or oral agreements between the parties with respect to the subject matter hereof. This Agreement can be amended only by a writing signed by the parties hereto.

3.10 Severability

If any provision of this Agreement shall be held unlawful or otherwise unenforceable, such provision shall be severed and deemed deleted and the remainder of this Agreement shall continue in full force and effect, as if such provision had never existed

3.11 Waiver

No waiver by either party of a default by the other shall be deemed to constitute a waiver of any other default, whether similar or dissimilar.

3.12 Notice

Notices by the parties to one another shall be given in writing to the persons identified in Section 2.1 hereof or to such other persons as may subsequently be identified in a notice provided in accordance with this Section. Such notices shall be effective on the date of receipt and sent by U.S. first class mail, postpaid, or by overnight delivery service, prepaid

3.13 Title to Facilities and Equipment

Title to all facilities and equipment employed by AT&T in the provision of DPRS hereunder shall remain vested in AT&T.

3.14 Nondisclosure

APSC will use and protect AT&T's confidential, proprietary and trade secret information in accordance with Exhibit III.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE CAUSED THIS Agreement to be signed as of the date first above written.

AT&T COMMUNICATIONS OF
SOUTH CENTRAL STATES

BY: DM Ballou
External Affairs Vice President

ALABAMA PUBLIC SERVICE COMMISSION

BY: John Sullivan

Lynn Allen

Charles B. Martin

BY: Guy Hunt
Governor State of Alabama - BN

BY: Does not require
Finance Director's
signature
Finance Department
State of Alabama

EXHIBIT I

SUMMARY OF ESTIMATED START-UP COSTS FOR
ALABAMA DUAL-PARTY RELAY CENTER

BASIC CHARGES:

Building/Office/Equipment	\$130,000
Billing Costs	\$ 0
Outreach	\$ 50,000
Subtotal	\$180,000

USAGE-BASED CHARGES:

Labor	\$276,000
Expenses	\$134,000
Subtotal	\$410,000

Total Start-Up Cost:	\$590,000
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AT&T COMMUNICATIONS - PROPRIETARY (RESTRICTED)
SOLELY FOR AUTHORIZED PERSONS HAVING A NEED
TO KNOW PURSUANT TO COMPANY INSTRUCTIONS

EXHIBIT II**SUMMARY OF COSTS FOR ALABAMA DUAL-PARTY RELAY CENTER**

	<u>1st YEAR TOTAL</u>	<u>2nd YEAR TOTAL</u>
ESTIMATED CALL VOLUME	285,593 Calls	403,812 Calls
CENTER PERSONNEL:		
NON-MANAGEMENT	47	58
MANAGEMENT	4	4
 BASIC CHARGES		
BLDG/OFC/EQUIP	\$313,000	\$324,000
MARGIN	19,000	20,000
TOTAL	332,000	344,000
 USAGE-BASED CHARGES		
LABOR	\$1,766,000	\$2,318,000
EXPENSES	157,000	222,000
MARGIN	346,000	457,000
TOTAL	\$2,269,000	\$2,997,000
 NETWORK USAGE CHARGES	\$697,000	\$1,092,000
 OUTREACH EXPENSES	\$50,000	\$50,000
 TOTAL CHARGES:	\$3,348,000	\$4,483,000

EXHIBIT III

NON-DISCLOSURE AGREEMENT

In connection with implementation of Dual Party Relay Service ("DPRS") by AT&T, AT&T and APSC may find it beneficial or necessary for AT&T to disclose to APSC certain highly sensitive, confidential, proprietary or trade secret information concerning AT&T's DPRS, including without limitation, AT&T specifications, plans, practices, methods, hardware, software, business information, cost or other data (herein collectively referred to as "Information").

As a condition to AT&T's disclosure of Information to APSC, the parties agree as follows:

1. Unless the Information was known to APSC prior to this Agreement free of any obligation to keep it confidential, or has been or becomes publicly available by other than unauthorized disclosure, or is received by APSC from a third party whose disclosure does not violate any confidentiality obligation, it shall be held in confidence by APSC and its employees, shall be used only for the purpose of implementing the terms and conditions of the DPRS Agreement to which this Exhibit is appended, and may be used for other purposes only upon such terms and conditions as may be mutually agreed upon in writing.

2. APSC will disclose such Information only to _____ its designated authorized representative to receive and review all Information and to those employees of APSC involved with the provision by AT&T of DPRS, and who have a need to know it for such purpose. APSC will not disclose such Information to third parties without prior written consent of AT&T. Where AT&T so consents, such third party may receive the Information only if it is to be used for the purpose for which such Information is disclosed by AT&T and only if such recipient agrees in writing to be bound by the terms of this Exhibit.
3. APSC agrees to advise its authorized representative and its employees who receive the Information of the existence and terms of this Exhibit and of the obligation to hold the Information in confidence.
4. APSC agrees to give prompt notice to AT&T of any demands to disclose or provide Information under lawful process prior to disclosing or furnishing such Information, and agrees to cooperate in the seeking of reasonable protective arrangements requested by AT&T. Upon receipt of such notice, AT&T shall have ten (10) business days to seek protective arrangements or to waive the requirements for protection of Information

5. In the event of any loss or unauthorized disclosure of Information, APSC shall notify AT&T immediately and shall confirm in writing the extent and details of such loss or unauthorized disclosure. APSC shall use reasonable efforts to retrieve the lost or wrongfully disclosed Information.
6. Information which AT&T considers to be confidential or proprietary in nature will be identified as such by a marking placed on the Information when such Information is supplied by AT&T in tangible form. Such marking may take various forms from time to time but will clearly specify the proprietary or confidential nature of the Information. No obligation is incurred hereunder for AT&T to place such a marking on every page of Information which is collected or bound together in one volume. Oral Information shall be clearly designated by AT&T as being proprietary or confidential at the time of disclosure.
7. Information disclosed to APSC, whether written, oral or otherwise, shall remain AT&T property. Information furnished in written, pictorial, magnetic and/or other tangible form shall not be duplicated by APSC, except for purposes of this Exhibit. APSC shall return all tangible Information (including copies, reproductions or otherwise containing Information) within one year or upon AT&T's written request. At AT&T's option, all documents developed by APSC containing Information (including a computer memory thereof) shall be destroyed or erased by APSC.

8. Nothing contained in this Exhibit shall be construed as granting or conferring on APSC any rights by license or otherwise in any disclosed Information or under any trademark, patent, copyright, mask work or any other intellectual property right of AT&T.
9. Nothing in this contract shall otherwise affect, abridge, or decrease the statutory authority of the APSC to investigate or inspect the facilities and records of AT&T.
10. This Agreement shall be governed by the local law of the State of Alabama.
11. This Exhibit shall become effective on the date of execution of the DPRS Agreement to which this Exhibit is appended, and shall continue for the initial and renewal terms of the DPRS Agreement unless the DPRS Agreement is terminated sooner in writing by either party in accordance with the termination provisions of the DPRS Agreement. The obligations with respect to protecting the confidentiality of Information received prior to such termination shall survive the termination of this Exhibit for two (2) years.
12. This Exhibit shall benefit and be binding upon the parties to the DPRS Agreement and their respective successors and assigns.

13. All notices, communications or correspondence under or related to this Exhibit shall be given in writing and either: (1) delivered in person; or (2) addressed and deposited in the United States mail, postage prepaid, to the addresses and addressees listed on the cover page of this Agreement. The address for notice may be changed by either party by giving written notice in accordance with this paragraph.
14. This Exhibit constitutes the entire understanding between the parties hereto as to the Information provided hereunder. Information provided pursuant to other agreement(s) shall be governed by such other agreement(s).
15. No amendment or modification of this Exhibit shall be valid or binding on the parties unless made in writing and signed on behalf of the parties by their respective duly-authorized officers or representatives.

EXHIBIT II**SUMMARY OF COSTS FOR ALABAMA DUAL-PARTY RELAY CENTER**

	<u>1st YEAR TOTAL</u>	<u>2nd YEAR TOTAL</u>
ESTIMATED CALL VOLUME	285,593 Calls	403,812 Calls
CENTER PERSONNEL:		
NON-MANAGEMENT	47	58
MANAGEMENT	4	4
 BASIC CHARGES		
BLDG/OFC/EQUIP	\$313,000	\$324,000
MARGIN	19,000	20,000
 TOTAL	332,000	344,000
 USAGE-BASED CHARGES		
LABOR	\$1,766,000	\$2,318,000
EXPENSES	157,000	222,000
MARGIN	346,000	457,000
 TOTAL	\$2,269,000	\$2,997,000
 NETWORK USAGE CHARGES	\$697,000	\$1,092,000
 OUTREACH EXPENSES	\$50,000	\$50,000
 TOTAL CHARGES:	\$3,348,000	\$4,483,000

AMENDMENT No. 7

TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

This Amendment No. 7 ("Seventh Amendment") to the Telecommunication Relay Service Agreement dated August 11, 1988, as amended by Amendment No. 1 effective December 1, 1991, Amendment No. 2 effective January 3, 1993, Amendment No. 3 effective November 8, 1993, Amendment No. 4 effective October 1, 1996 and as amended and renewed by Amendment No. 5 effective March 1, 2000 and as amended and renewed by Amendment No. 6 effective December 18, 2000 ("the TRS Agreement") is effective as of the 1st day of March, 2002, by and between AT&T Communications of the South Central States, Inc. ("AT&T") and the Alabama Relay Center Fund Administrating Committee ("ARCFAC") as successor-in-interest to the Alabama Public Service Commission ("the APSC"), an agency of the State of Alabama.

WHEREAS, AT&T and the APSC entered into the TRS Agreement; and

WHEREAS, and both parties wish to amend and renew the TRS Agreement in the manner described in this Seventh Amendment;

NOW, THEREFORE, it is hereby agreed that the TRS Agreement is further amended as follows:

1. Delete Exhibit A to the Sixth Amendment to the TRS Agreement and replace it with Exhibit A to Seventh Amendment, attached hereto and incorporated herein by reference.

2. Section 2.3 Charges

Delete Exhibit I referenced in this Section, as amended by Amendments No. 1,3,4,5 and the Sixth Amendment to the TRS Agreement, and replace it with Exhibit 1 to Seventh Amendment, attached hereto and incorporated herein by reference.

3. Section 2.9 Term of Contract and Termination

Delete Section 2.9(a), as amended by the Sixth Amendment to the TRS Agreement, and replace it with the following:

"The Agreement as amended by this Seventh Amendment shall terminate on February 28, 2004, and may be renewed for up to two (2) additional one (1)-year terms provided that: (i) ARCFAC or AT&T. notifies the other party in writing at least six (6) months prior to the expiration of the current term of its desire to renew the Agreement; and (ii) the other party agrees in writing with the request to renew. If either party does not agree to the renewal, this Agreement shall not be renewed."

THIS DOCUMENT AND ITS CONTENTS ARE DESIGNATED AS AT&T CONFIDENTIAL AND PROPRIETARY PURSUANT TO THE NON-DISCLOSURE AGREEMENT APPENDED AS ORIGINAL EXHIBIT III TO TRS AGREEMENT

Except as specifically amended herein, the terms and conditions of the TRS Agreement (including and as amended by all prior amendments and the documents appended thereto or incorporated therein by reference) shall remain unchanged and in full effect.

IN WITNESS WHEREOF, the parties hereto have caused this Seventh Amendment to be signed as of the dates below indicated. The parties may sign multiple originals of this document, and such originals together shall constitute one instrument.

AT&T Communications of the South Central
States Inc.
("AT&T")

By: D. Sue Decker
Name: D. Sue Decker
Title: General Manager

Date: 9/10/02

Alabama Relay Center Fund Administrating
Committee
("ARCFA")

By: Carl Evans
Name: Carl Evans
Title: Chief Administrative Law Judge

Date: 9-13-02

By: Darrell A. Baker
Name: Darrell Baker
Title: Director, Telecommunications

Date: 9-13-02

By: Jerry Renfroe
Name: Jerry Renfroe
Title: Executive Vice President, Alabama
Mississippi Telephone Association

Date: 9/13/02

By: Judy McLean
Name: Judy McLean
Title: Director, Advisory Staff

Date: September 13, 2002

**THIS DOCUMENT AND ITS CONTENTS ARE DESIGNATED AS AT&T CONFIDENTIAL AND
PROPRIETARY PURSUANT TO THE NON-DISCLOSURE AGREEMENT APPENDED AS ORIGINAL
EXHIBIT III TO TRS AGREEMENT**

AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

AT&T BASIC TRS SERVICE FEATURES

<i>Feature</i>	<i>Description</i>
\$0.07 per minute flat rate	<p>This rate is for any AT&T billed intrastate toll or interlata relay call and for interstate relay call through the Alabama Relay Service (subject to billing availability). Relay users who subscribe to an AT&T Optional Calling Plan (OCP) will continue to be billed according to the terms and conditions of their chosen plan. Relay customers who do not have an OCP and who do not indicate a Carrier of Choice will be billed at a flat rate of \$0.07 per minute for long distance and toll call.</p> <p>This rate does not require the caller to be an AT&T subscriber.</p> <p>The new rate structure applies to station dialed calls only and will not apply to operator assisted calls such as collect, billed to third number, card, or prepaid.</p>
AT&T Relay Customer Service (RCS) www.att.com/relay	<p>RCS is staffed by dedicated attendants to answer customer inquiries, accept commendations and resolve complaints regarding Telecommunications Relay Service. Customers can reach AT&T RCS via nationally published 800 toll free numbers, 1-800 682-8786 (TTY) or 1-800 682-8706 (Voice) or online at http://www.att.com/relay/feedback.html</p>
Automatic Error Correction	<p>AT&T TRS automatically corrects common CA typographical errors and will spell out non-TTY abbreviations that may be used by the CA in voice to text translation. TTY customers may elect to turn this feature on or off in their Relay ChoiceSM Profile.</p>
Automated Route Selection (ARS)	<p>ARS routes outgoing calls over the public switched network based on the preferred route available at the time the call is placed. (comment: don't know what this is and how it works with IP relay.)</p>
Automatic Number Identification (ANI)	<p>With ANI, the calling party's number is delivered to the relay center.</p>
Background Noise Option	<p>CAs communicate to the TTY users not just spoken words from the voice user, but also any appropriate sounds that can be detected over the telephone, providing additional information to the TTY users. When this feature is selected as part of the Relay ChoiceSM Profile, the TTY user can elect not to be advised of background noises.</p>
Billing Equivalency for Consumers	<p>AT&T provides flexible billing options through a customer's local exchange company, AT&T, or other long distance companies so that relay users have the same billing options as non-relay users (subject to billing availability)</p>
CA Relief	<p>CAs answering and placing a TTY-based call must stay with the call for a minimum of 10 minutes and Speech-to-Speech CAs must stay with the call for a minimum of 15 minutes</p>

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AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

<i>Feature</i>	<i>Description</i>
CA Typing/Text Pacing	Text pacing is a unique feature of the AT&T Relay 2000 Platform that enables a CA's typing to be buffered in the system allowing the TTY user to receive the transmitted message at a pace comfortable for the user. Telebraille users and elderly TTY users find this feature extremely helpful. This feature does not affect or impede the natural conversation speed of the non-TTY user, nor does it affect or impede the CA's natural typing speed.
Caller ID	A new, fully technically automated Caller ID feature to allow Caller ID subscribers to receive the calling party's ANI and/or to block unwanted calls.
Calling Card Billing Capability	AT&T accepts AT&T and non-proprietary LEC calling cards for billing local and toll intraLATA and interLATA calls.
Carrier of Choice	As part of the Relay Choice SM Profile, VCO or HCO will be automatically activated for both outbound and inbound calls through relay.
Carryover Preference Option	With AT&T's state of the art relay platform, TTY users can request a VCO or HCO call by simply typing VCO or HCO. The carryover feature will be automatically activated before the CA comes on line. Or, if customers prefer to speed up their call, they may select VCO or HCO as their preferred carryover option on their Relay Choice Profile. Whenever a call is placed from or to the profiled number, the VCO or HCO option will be automatically activated.
Coin Sent-Paid Calls	AT&T worked alongside the FCC in determining the best alternatives with regard to coin sent-paid calls. AT&T TRS is capable of handling these call types in accordance with the most recent FCC Order. The FCC has granted a temporary suspension that exempts relay coin sent-paid calls from the existing order mandated by the ADA in 1990. The current alternate plan is for free local calls when relay users make calls from a pay phone. AT&T supports this, and provides the service accordingly.
Commercial Credit Card Billing	AT&T accepts commercial credit cards (e.g., MasterCard, Diners Club, American Express, etc.) for billing any domestic relay. Verification of credit card is required before call can be completed.
Connection Mode Option	Part of the Relay Choice SM Profile, the caller will be automatically connected in the mode (ASCII, Baudot, Voice, other) of preference for both outbound and inbound calls through relay.
Consumer Complaint Logs	AT&T Relay Service welcomes and encourages customers to file their comments and feedback about the service received. AT&T maintains daily tracking of complaints through a sophisticated CICS (Comments Inquiry Complaints System) database.

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EXHIBIT A TO AMENDMENT NO. 7 TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

<i>Feature</i>	<i>Description</i>
Quality Assurance	Every month, we make 300+ "mystery shopping" test calls to our centers to verify compliance with different methods and procedures.
Directory Assistance Capability	Text relay users can call the relay service to request relay calls to any intrastate or interstate directory assistance bureau. Charges may apply.
Emergency Call Handling	AT&T provides CAs with immediate and direct access to a database that contains thousands of emergency agency (police, fire, ambulance) listings. Using the caller's calling number or ANI, the CA can quickly secure the emergency agency listing and complete the relay call to the emergency agency for rendering of emergency services. However, Emergency Call Handling is no substitute for a direct call to 911 and end users should not use it instead of 911.
Fully Integrated Computerized Workstations	The AT&T Relay 2000 Product Platform is our single integrated workstation which combines the dialing, billing and relaying aspects of the call, making maximum use of macro function keys and smart messages. These workstations were ergonomically designed around the health and well being of the Communications Assistants.
Hearing Carryover (HCO)	HCO enables TTY users who can hear to directly hear the voice person's message. The CA then voices the TTY user's typed response back to the voice caller. When this feature is selected as part of the Relay Choice SM Profile, the caller will be automatically connected in the HCO mode for both outbound and inbound calls through relay.
Hearing Carryover with Privacy	This feature allows for more call privacy, because the CA does not hear the voice part of the conversation.
Hearing to Hearing Relay (HTH)	HTH expands the HCO capability by allowing two speech-impaired individuals to hear the CA read the typed conversations.
Hearing Carryover to TTY (HTT)	HTT allows a relay call between a hearing carry-over user and traditional TTY user. The HCO user can listen to the CA voice the other TTY user's message. The CA will then transmit the HCO user's message to the TTY user.
Higher Transmission Speeds	AT&T's relay service will connect to and communicate with current industry standard protocols.
Integrated Services Digital Network (ISDN)	ISDN adds an incremental level of professionalism to our already automated inbound call center, integrating voice, data, and other services over a single pair of telephone wires.

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EXHIBIT A TO AMENDMENT NO. 7 TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

<i>Feature</i>	<i>Description</i>
Interactive and Non-Interactive Beepers/Pagers	AT&T will process calls to interactive beepers/pagers. Interactive beepers/pagers provide the caller with instructions and information about the service and allow the caller to enter the requested information. These calls can be relayed to the TTY user. Relay calls that terminate to non-interactive beeper/pager services are handled as a relay call. The CA will relay exactly what is heard without adding any additional information.
Memory Dialing	As part of the Relay Choice SM Profile, this feature allows the customer to enter up to twenty (20) memory dial listings with name and associated telephone numbers. When customers request one of these by name, the CA highlights the listing, which automatically populates the billing screen and dials the number.
Mobile Radio/Wireless	AT&T makes no distinction for mobile radio and wireless calls through relay. Calls are processed equally and in the same amount of time as other relay calls.
Multi-User Relay Choice Profile	Households with more than one relay user will be able to create a different profile for each user. Each relay user in a household will be able to access their individual customer Relay Choice Profile options by using a personal identification number (PIN)
Network-based Dynamic Call Routing	Network-based dynamic call routing, a feature of our Advanced 800 Network, is an AT&T technological improvement that routes callers to the next CA available in the AT&T relay system. This facilitates faster, more consistent performance and helps control the cost of providing service.
OO-Info SM Directory	AT&T's <i>OO-Info</i> is an enhanced directory assistance service. AT&T TRS has methods to provide the same OO-Info service to all TRS users. The cost of this call is the same whether the call is processed through relay or without relay.
Operator Release of Calls	This feature allows the CA to release a TTY originated relay call that terminates to another TTY user instead of a telephone voice user. The feature allows the CA to release the connection allowing the two TTY users to continue with their call without having to hang up or without any further assistance from the CA.
Operator Services for the Deaf (OSD)	OSD provides directory assistance services, toll services, emergency interrupt, busy line verification, and special billing arrangements such as third party, collect, calling card, and person-to-person calls.

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AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

<i>Feature</i>	<i>Description</i>
OSD Integration	AT&T provides national and International Directory Assistance (CIDA) as well as Operator Services for the Deaf (OSD). These service offerings are fully integrated into AT&T's basic service. Also, users have the flexibility to use all of these services without having to transfer between various CAs. This integration also allows for TTY-to-TTY billing options, and is another service differentiator for AT&T.
Originating Line Screening	This feature immediately provides the CA with specific information about billing or calling restrictions pertinent to the originating line and terminating line. Such information may include line blocking, call blocking or expanded area calling plan, and identification of coin, hotel, prison, and hospital calls.
Play Back Device SM	The Play Back Device SM (PBD) tool for CAs supports and facilitates the call management in situations where the TRS call terminates at a pre-recorded message or a multiple-choice Voice Response System (VRS) menu. It allows the CA to more accurately manage these call types while allowing them to review the call accuracy in real-time. The PBD directly supports 900.
Protocol Plus SM	AT&T is the only current relay provider to be able to automatically change a TTY user's communications mode from ASCII or Turbo Code to Baudot upon request. This feature is extremely beneficial to TTY users who may not understand the manufacturer's instructions for setting or changing communications modes for purposes of placing or receiving carryover calls when the equipment is defaulted to answer or connect in ASCII.
Regionally Restricted 800 Numbers	This technology enables CAs to easily process a call to a toll-free number that has been identified as being regionally or geographically restricted. AT&T can then process these calls in a quicker more efficient manner for relay callers.
Relay 2000 SM Platform	AT&T's Relay 2000 SM Platform, is our leading-edge relay platform. This system, developed and continuously upgraded to make AT&T's relay service as functionally equivalent to standard telecommunications as possible, was the first to put actual call setup (customer initiated dialing) in the hands of the users of the service.
Relay Choice SM Profile	The Relay Choice SM Profile is designed to speed up relay call handling. With the software enhancement, completed in mid-February, 1997, users can initially select options such as interstate carrier of choice, intrastate toll carrier of choice, connection mode, carryover preference (HCO, VCO, other), spelling correction, background noise, and memory dialing (Speed Dial List). Because of the password protection feature, information collected in the profile is confidential and secured by a personal identification number.

THIS DOCUMENT AND ITS CONTENTS ARE DESIGNATED AS AT&T CONFIDENTIAL AND PROPRIETARY PURSUANT TO THE NONDISCLOSURE AGREEMENT APPEND AS ORGININAL EXHIBIT III TO THE TRS AGREEMENT

EXHIBIT A TO AMENDMENT NO. 7 TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

<i>Feature</i>	<i>Description</i>
Reports	Comprehensive reports package provided; specific, customized reports available.
Retrieval of Answering Machine Messages	AT&T Relay Service will process and complete requests to retrieve messages from answering machines when the caller remains on the line and provides a forward number for the CA to call.
Roaming	"Roaming" Callers can use their home state relay service to place local and long distance calls from anywhere to anywhere.
Screening Code Database	This feature provides the CA with specific information about billing or calling restrictions pertinent to the originating line and terminating line. Such information may include line blocking, call blocking, or expanded area calling plan, and identification of coin, hotel, prison, and hospital calls. This database allows AT&T to enforce proper handling and billing for particular back numbers.
Service Recovery	With dynamic call routing traffic balancing and our Disaster/Service Recovery Plan, AT&T can ensure virtually uninterruptible customer service.
Single Line Answering Machine (SLAM)	This feature involves retrieving messages, usually from home answering machines, when the caller is at home. The caller disconnects from the call, the CA retrieves the messages, and then calls back with the messages.
Spanish Relay Capability	AT&T bilingual CAs are specifically trained on processing and relaying calls in Spanish. The numbers are: 1-800-855-2884 (TTY), 1-800-855-2885 (Voice) and 1-800-855-2886 (ASCII).
Speech-to-Speech (STS)	Speech-to-Speech service is an enhancement that enables a speech-disabled person to use the Relay service with his or her own voice synthesizer, rather than using a TTY. Speech-to-Speech will provide specially-trained CAs who will function as human translators for people with speech disabilities who have trouble being understood on the telephone. The CAs will repeat the words of the speech-disabled caller (as speech interpreters do in a face-to-face setting.) The numbers to make Speech-to-Speech Relay call is 1-800-229-5746 (English) and 1-866-260-9470 (Spanish).
Speed of Answer	Compliance with the FCC mandated average speed of answer requirement. This requires 85% of all calls to be answered within 10 seconds and is measured on a daily basis..

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EXHIBIT A

<i>Feature</i>	<i>Description</i>
Spelling Correction	This feature, part of the Relay Choice SM Platform, will automatically correct common CA typographical errors and will spell out non-TTY abbreviations that may be used by the CA in voice to text translation. Customers may elect to turn this feature off in their Relay Choice SM Profile.
Telebraille	Vision impaired relay users often employ telebraille devices. Telebraille machines demand additional attention from the TRS provider to support them adequately. AT&T has a unique toll-free number and specific and unique methods in place to handle these calls as effectively as possible. Distinctive technology has also been developed and is used to service these customers.
Touch Tone Carryover (TCO)	This feature enables TTY users to enter their account number and personal identification number (PIN) directly into an interactive system without divulging this sensitive information to the CA.
Two-line Voice Carryover	A customer with conference calling capability on his or her phone line can utilize the Two-line VCO feature by using one line for voicing and the other for receiving Baudot or ASCII transmission. Since the Two-line VCO user is directly connected to the hearing party, the Two-line VCO user can talk directly to the hearing party without waiting for "GAs." This feature allows for a more natural, interactive relay call.
Typing Speed – Minimum 60 wpm	Entry level typing speed for Communications Assistants is 60 words per minute. Hiring at this speed ensures our employees will be typing even faster within a relatively short period of time. Please note that AT&T conducts annual typing assessments of all incumbent Communications Assistants.
Unrestricted Length and Number of Calls	Callers can make any number of calls and have no restrictions on the length of any call.
Up-Front Automation (UFA SM) New EVUFA	Up-Front Automation allows a TTY customer to initiate dialing the call. TTY users are empowered, giving them more control and greater call handling efficiency. Our SNAP system interacts directly with the caller by preparing the dialing sequence and the billing information from what the caller types to the system. The Communications Assistant simply presses one key to complete the call.
Voice Carryover (VCO)	VCO enables TTY users who can speak to voice their message directly to the non-TTY user. The CA then types the non-TTY user's response back to the TTY user.
Voice Carryover with Privacy	This feature adds privacy to a VCO call; the CA does not hear the VCO user's part of the conversation.

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TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT A

<i>Feature</i>	<i>Description</i>
Voice Carryover to Hearing Carryover (VTH)	Voice Carryover to Hearing Carryover allows the originating TTY user (speech capable) to talk directly to the terminating TTY user (hearing capable). Relay is still necessary to relay the text messaging from the HCO user to the VCO user.
Voice to Voice Relay (VTV) SM	This feature expands the VCO capability by allowing two hearing impaired individuals to voice their parts of a call while the CA types for both parties. VTV is ideal for two TTY users who can speak but who may not know how to type or may be physically unable to type.
Voice Carryover to Text (VTT)	VTT allows a relay call between a VCO user and TTY user. The VCO user voices to the CA who proceeds to type the message to the TTY user. The CA then types the TTY user's response to the VCO user.
Voice Up-Front Automation (VUFA) Now EVUFA	With VUFA, AT&T is giving the voice caller the option to immediately enter the number to call before reaching the CA. This allows for a more efficient and accurate call set up. VUFA allows first time relay callers an option to listen to a complete and thorough explanation of relay without tying up the operator's time. VUFA speeds up the call set up portion for customers who elect to use this feature without adding any additional wait time for those customers who simply want to speak directly to the relay operator.
Pay-per-call Services	TTY users can use the relay service to complete a call to a 900 pay-per-call service. Customers will be billed by the Pay-per-call service provider for each call completed.

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AMENDMENT NO. 7
TO TELECOMMUNICATIONS RELAY SERVICE AGREEMENT

EXHIBIT 1

ALABAMA TELECOMMUNICATIONS RELAY SERVICE COMPREHENSIVE PRICING		
<u>Price per Minute</u>	<u>Applicable Term</u>	<u>Calls and Services to Which Price Applies</u>
\$0.89	March 1, 2002 – February 28, 2004	All TRS calls originating and terminating in Alabama regardless of their duration, whether completed, incomplete, abandoned, or busy/no answer, utilizing any or all of the following services: Intrastate Speech-to-Speech Turbo Code Operator Services for the Deaf Any other additional feature described in “AT&T Basic TRS Service Features matrix”, attached hereto as “Exhibit A.”

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APPENDIX C
COMMISSION RULE 9 (COMPLAINTS)

RULE 9
Complaints

- (A)(1) Complaints may be either informal (see Rule 9 (B) below) or formal. Formal complaints shall be in writing and contain the names of all parties Complainant and Defendant in full and the address of each.
- (2) Formal complaints shall be so drawn so as to fully and completely advise the Defendant or the Defendants and the Commission wherein the provision of the law, rules or regulations have been or will be violated, The complaint shall also state the relief sought.
- (3) Each formal complaint and answer thereto, must be accompanied by copies in sufficient numbers to enable the Commission to serve one (1) copy upon each Defendant and retain ten (10) copies for use of the Commission and its staff.
- (B) Informal complaints may be made in any manner which states specifically the cause of complaint. Matters thus presented are, if their nature warrants it, taken up by communication with the parties affected in an endeavor to bring about satisfaction of the complaint without formal hearing. Many complaints are satisfactorily adjusted by this procedure, and it is recommended. When it appears that complaints cannot be adjusted by informal negotiation, Complainants will be notified and the matter closed. Formal complaints may then be filed if Complainants so desire.
- (C) When any claim or complaint against a transportation company seeking reparation is filed with the Commission, notice and a copy thereof will be promptly furnished to each Defendant by the Commission. Unless such claim or complaint is adjusted within three (3) months from the filing thereof the same may be set down for hearing or dismissed on motion of either party.
- (D) All formal complaints must be in writing, signed by the party or his attorney of record.

APPENDIX D

COMMISSION TRS ENABLING ORDER



STATE OF ALABAMA
ALABAMA PUBLIC SERVICE COMMISSION
STATE OFFICE BUILDING
P. O. BOX 991
MONTGOMERY, ALABAMA 36101

6/10/88

JIM SULLIVAN, PRESIDENT
LYNN GREER, ASSOCIATE COMMISSIONER
CHARLES B. MARTIN, ASSOCIATE COMMISSIONER

WALLACE TIDMORE
SECRETARY

**ALL TELEPHONE COMPANIES
OPERATING IN THE STATE OF
ALABAMA**

**IN RE: Statewide Telephone
Relay System For The Hearing
and/or Speech Impaired.**

INFORMAL DOCKET U-3089

ORDER

BY THE COMMISSION:

By notice issued August 4, 1987, this Commission sought comments pertaining to the establishment of a dual-party relay system which would entitle the hearing and speech impaired community of Alabama to the same access and use of the telephone network as those without such impairments. By Order issued December 10, 1987, the Commission, stating its opinion that the implementation of the dual-party relay system would be in the best interest of all citizens of Alabama, stated its intention to achieve implementation at the earliest possible date and solicited the cooperation of all local exchange companies in the state to achieve same. All comments received pursuant to the August 4, 1987, notice were supportive of implementation of this system. The Commission, in its December 10, 1987 Order, ordered that the dual-party relay system was to be implemented in the State of Alabama, and that all telephone companies and Commission staff would pursue investigation into this matter in order to achieve such implementation.

On April 12, 1988, a law enacted by the Legislature of Alabama and approved by the Governor, Act 88-259, authorized the Public Service Commission to impose a surcharge on each access line of each customer of the local exchange companies operating in Alabama to fund a dual-party relay system, such amount to be established by the Public Service Commission based on the amount necessary to implement and maintain such system. The Commission was charged with implementation of a dual-party relay system within the State with local exchange companies collecting the surcharge from their

customers and transferring the monies collected to a private fund to be held separate from all other funds and used solely for the administration of this system.

It was stated therein that the surcharge collected by the local exchange companies shall not be subject to the Utility Gross Receipts Tax levied under Sections 40-21-80 through 40-21-87 of the Code of Alabama, 1975, or the Utility Use Tax levied under Sections 40-21-100 through 40-21-107 of the Code of Alabama, 1975, nor shall such collections be included in the Gross Receipts subject to tax under Section 40-21-58 of the Code of Alabama, 1975, or the Supervision and Inspection Fees under Sections 37-4-23 and 37-4-24 of the Code of Alabama, 1975. The Act stated the Commission shall be charged with implementation of this system within the State and shall establish such procedures for continuation of same.

The Commission, pursuant to Act 88-259, finds it to be in the best interest of the hearing impaired citizens of this State, as well as all other citizens, to issue this order implementing the dual-party relay system. In order to fund this system, a surcharge of \$.20 per access line of each customer of the local exchange companies operating in Alabama shall be imposed beginning with the August 1988, billing cycles of each company. This amount is based upon the number of such access lines in the State and the cost of providing this service, recognizing that, because of the unique nature of this project, assumptions and estimates relied on must also include professional judgement. This surcharge, when collected, shall be deposited into a fund to be designated subsequent to this order; such fund to be held separate from all other funds and used solely for the administration of this system. Monthly reports of expenses and revenues collected shall be forwarded to the Fund Administrrating Committee by the 25th day of each month, except that local exchange companies with less than 50,000 access lines may elect to file this information quarterly. All local exchange companies shall include, in

their August billing, a bill insert explaining the surcharge and introducing the dual-party relay system.

It is the goal of the Commission that the dual-party relay system be in operation as of January 1, 1989, and the collection of the surcharge beginning in August will provide funds for expenses incurred by the service provider in establishing this system prior to implementation, as well as help fund the service itself. In order to achieve system implementation by January 1, 1989, the Commission is desirous of entering into a contractual agreement with a service provider by July 1, 1988.

In order to administer this system and to administer the private fund, the Commission will establish a Fund Administrator Committee made up of no more than five members. The duties of this Committee will be to select a trustee, select an auditing firm for annual audits, select legal counsel when necessary, and prepare reports of fund activities. This Committee will meet monthly to review telephone company reports of revenues and expenses, and to authorize disbursement of funds to the system provider. The members will serve on this Committee until replaced by the Commission, or upon resignation. The Commission shall have the power to perpetuate this Committee indefinitely.

IT IS, THEREFORE, ORDERED BY THE COMMISSION, That in order to implement the dual-party relay system, all local exchange companies in Alabama shall collect a \$.20 surcharge per month on each access line of each customer of such companies operating in Alabama beginning with the August 1988, billing cycle. Such money is to be paid directly into a private fund to be designated subsequent to this order.

IT IS FURTHER ORDERED BY THE COMMISSION, That all local exchange companies in Alabama shall send statements of revenues collected and expenses to the Fund Administrator Committee by the 25th day of each month, except that companies with less than 50,000 access lines may exercise the option to report quarterly.

IT IS FURTHER ORDERED BY THE COMMISSION, That this order shall be effective as of the date hereof.

Jurisdiction in this cause is hereby retained for any further order or orders as this Commission may find just and reasonable in the premises.

DATED at Montgomery, Alabama, this 10th day of June, 1988.

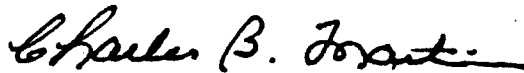
ALABAMA PUBLIC SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jim Sullivan".

Jim Sullivan, President

A handwritten signature in black ink, appearing to read "Lynn Greer".

Lynn Greer, Commissioner

A handwritten signature in black ink, appearing to read "Charles B. Martin".

Charles B. Martin, Commissioner

ATTEST: A True Copy

Wallace Tidmore, Secretary

APPENDIX E

HOW INTRASTATE FUNDING WAS COMMUNICATED



STATE OF ALABAMA
ALABAMA PUBLIC SERVICE COMMISSION
STATE OFFICE BUILDING
P. O. BOX 991
MONTGOMERY, ALABAMA 36101

JIM SULLIVAN, PRESIDENT
LYNN GREER, ASSOCIATE COMMISSIONER
CHARLES B. MARTIN, ASSOCIATE COMMISSIONER

WALLACE TIDMORE
SECRETARY

February 15, 1989

ALL LOCAL EXCHANGE COMPANIES IN ALABAMA

In accordance with the terms of the contract between AT&T Communications of the South Central States, Inc. and the Alabama Public Service Commission for the provision of Dual-Party Relay Service, a bill insert jointly designed by both parties for distribution by the local exchange companies advertising and promoting this service at the time of the start of the service is to be prepared and sent to each local exchange company.

Dual-Party Relay Service will begin operation on February 27, 1989, and the attached bill insert should be distributed to each subscriber in the State in the next (March) billing cycle. The Commission appreciates each company's cooperation in the promotion of this new service which continues to keep the telecommunications industry in Alabama among the first in the nation.

Sincerely,

Gary A. Tomlin
Director, Telecommunications

GAT/lm

Attachment

ALABAMA RELAY CENTER OPENS

Effective February 27, the Alabama Relay Center began operations -- relaying telephone conversations between Alabama's hearing-impaired customers and customers with normal hearing. Deaf and hearing-impaired citizens are, for the first time ever, enjoying phone service comparable to that of hearing customers.

The relay center is a cooperative effort of the Alabama Public Service Commission, AT&T and the state's 33 local telephone companies, including South Central Bell.

To use the Alabama Relay Center, hearing persons can call toll-free, 1-800-548-2547. Hearing-impaired customers with TDDs can call toll-free, 1-800-548-2546.

This month, as part of the charge for local monthly service, your telephone company will resume collection of 20 cents per month to fund the relay center.

APPENDIX F
OUTREACH ACTIVITIES

PROPOSAL

Year Two of the Alabama Telecommunications Access Program (ATAP) is being proposed in order to continue the mechanism put in place whereby the Alabama Public Service Commission (PSC) will provide the Distribution of Free Assistive Telephone Equipment to Qualified Individuals who are Deaf and Hard-of-Hearing and/or Speech Impaired residing in Alabama.

Submitted to

The Alabama Public Service Commission
Ms. Judy McLean, Director of the PSC Advisory Staff
P.O. Box 991
Montgomery, AL 36101

By

Ms. Monita Hara, AIDB Birmingham Regional Director
220 34th Street, South
Birmingham, AL 35222
Phone: 1-205-328-3989

In Contract with

The Alabama Institute for Deaf and Blind Office of Health Evaluation and Outreach and administrated through AIDB's nine (9) Regional Centers located across the state.

Region 1- Tuscumbia	Glenda Cain, Director
Region 2- Huntsville	Diann Willis, Director
Region 3- Birmingham	Monita Hara, Director
Region 4- Talladega/EHG	Jim Hare, Dean
Region 5- Tuscaloosa	Jan McGee, Director
Region 6- Auburn	Charlot Ritenbaugh, Director
Region 7- Montgomery	Charlot Ritenbaugh, Acting Director
Region 8- Dothan	Ricky Holman, Director
Region 9- Mobile	Jamie Ison, Director

July 13, 2001

The Alabama Public Service Commission Alabama Telecommunication Access Program (ATAP) is administered through the Alabama Institute for Deaf and Blind (AIDB) Regional Centers under the direction of the AIDB Office of Health Evaluation and Outreach.

YEAR One: A REPORT

Through Year One of the collaborative effort between AIDB and the Public Service Commission (PSC) to distribute free assistive telephone equipment to qualified individuals who are deaf and hard-of-hearing and/or speech impaired in Alabama, the Alabama Telecommunications Access Program (ATAP) distributed 364 pieces of equipment as of July 7, 2001.

Averaging between 40 to 50 applications per month through AIDB's network of state-wide Regional Centers, the program was, and will continue to be, advertised through a news release sent statewide to print and broadcast media (Please see Attachment A for the release.). A second press release will be issued statewide detailing the success of Year One and explaining how individuals can access equipment during Year Two of the funding period. The second release will be issued upon the announcement by the PSC that Year Two's application has been approved.

The Council of Organizations Serving Deaf Alabamians (COSDA) also informed member organizations of the Program and reported the results of ATAP in their annual meetings and conferences.

Fliers and postcards, which explained ATAP, were also distributed to individuals that might possibly meet the criteria. The news release was posted on USA-L_News-owner@egroups.com, a "list serv" that e-mails news of interest to individuals who are deaf or hard-of-hearing or to organizations serving this population from across the nation and world (Please see Attachment B.).

In addition, a needs assessment, conducted in Year One, determined that ATAP participants receiving disability income from sources other than Social Security Income (SSI) and/or Social Security Disability Income (SSDI) needed to be included in the 12 years and up group of applicants. This group has been included in Year Two's application.

Feedback from the deaf community and from Alabama residents has been overwhelming. AIDB anticipates the same or greater level of response for Year Two, reflected in the budget modifications. Please direct all questions and requests for additional information to Ms. Monita Hara, AIDB Birmingham Regional Director, 205-328-3989 or mhara@aidb.state.al.us.

NEED FOR YEAR TWO

According to the most recent U.S. Census, there are 22 million people in America who are hearing impaired (1996). Almost 2.7 million of Americans have speech impairments. With these statistics, it is not surprising that every day in Alabama people who are deaf, hard-of-hearing and speech-impaired do not have access to basic telephone services because they do not have the proper equipment. By making equipment such as Telephone Devices for the Deaf (TDD) and sound amplified telephones available to consumers who are deaf, hard-of-hearing and/or speech-impaired, these persons will then have the ability to utilize the Alabama Telephone Relay System (ATRS) to its fullest potential. And, by making sound amplified devices available to individuals who are hard-of-hearing, these consumers will have the ability to utilize the regular telephone. Supplying the proper equipment will enable this population to communicate at the same level as their hearing peers, which adds to a person's self-worth and independence.

Since the American with Disabilities Act, for reasons of privacy, prohibits certain statistics being kept on persons with disabilities, it is almost impossible to estimate how many people in Alabama are in need of a TDD, sound amplified phone, or amplified devices for their current phones. However, in Year One, AIDB distributed 113 TTDs, 221 amplified phones, 22 amplified devices, 4 Voice Carry-Over TTDs, 4 Uniphones and 1 Superprint TTD.

AIDB estimated that purchasing 168 TDDs, 25 sound-amplified phones, and 25 amplified devices for Year One would be a solid beginning in giving this disadvantaged population the devices

they require to meet their communication needs. As one can determine from the above statistics, ATAP applications came in from the hard-of-hearing and deafened population at a rate surpassing the anticipated funding. AIDB then requested \$10,000.00 in addition to the \$50,610.00 initial request to meet the needs of more persons in the 62+ category. Based on the demand from Year One, AIDB is projecting a change in the number of pieces of equipment projected as reflected in the Budget portion of this proposal.

METHODS

Based on the information gathered by AIDB's nine Regional Centers on individuals who are deaf, hard-of-hearing and speech impaired in Alabama who may still require these accommodations, this project proposes the following objectives:

- To continue to inform Alabama consumers of ATAP through press releases, postcard mailouts, flyers and public awareness endeavors.
 - To continue to implement the system established whereby consumers request information for their "disability verification" form from an authorized/licensed physician, audiologist, speech pathologist, rehabilitation counselor or a designated person in each AIDB Regional Center. This person, acting within the scope of their authorization, will certify that each person has a disability requiring supplementary phone equipment, and that the person can benefit from such equipment. This authorized individual will then mail, fax or take the disability verification form to an AIDB Regional Center in order for the consumer to apply for their preferred piece of equipment.
 - To continue to purchase TDDs, amplified telephones, and sound amplifiers based on project response.
-

- To continue to facilitate an advisory council through the PSC and AT&T, the current contract-provider for the Alabama Telephone Relay System (ATRS), and key agencies within Alabama that serve consumers who are deaf, hard-of-hearing and speech-impaired.
- To continue to coordinate the registry that monitors the recipients' use of free loaned devices.
- To continue to communicate registry information to the PSC on a quarterly basis.

STAFFING

The AIDB Regional Centers will disburse the equipment throughout all sixty-seven (67) counties in Alabama. Each Regional Center is solidly established in their respective communities, each have served this population of people since the early 1980s, and each are known for their expertise in this field. AIDB's Office of Health, Evaluation and Outreach (OHEO) office will oversee and distribute the devices to the respective Regional Centers once completed applications have been acquired. Each of the nine Regional Directors will disburse the equipment in a timely manner as part of their current duties. A part-time Clerk (12 hours per week + fringe benefits) will be added, through funding from this grant, at the AIDB Birmingham Regional Center to coordinate the ordering and distribution of equipment (Please see Year Two's Budget request.).

TIME FRAME

The ATAP project will be an on-going project. The contract with AIDB and PSC will be re-negotiated every three (3) years. Contracts will be designed whereby either party may withdraw within 30 days without cause.

FISCAL MANAGEMENT

AIDB will be the designated fiscal agent for ATAP. All funding is subject to audit by PSC Advisory Staff.

VENDOR APPROVAL

AIDB and the PSC will approve all vendors. The vendor approved for Year One will be used for Year Two. In checking with the already-approved vendor, all equipment prices will remain the same as Year One.

EVALUATION

Each year, periodic consumer surveys will be given to gauge the progress and challenges of this program. Feedback will continue to be sought through COSDA's business meetings and COSDA's annual conferences. A confidential registry of participants will be kept by AIDB's Birmingham Regional Center. Needs assessments will be done in each funding year of the program to ensure that those persons in Alabama that need adaptive devices receive them. AIDB will inform the PSC regarding the amount of devices that have been distributed every quarter.

BUDGET

The attached budget is proposed for a one-year period. The budget requested for Year One is also illustrated so that comparisons can be made between Year One and Year Two. Funding for the ATAP project will come out of the PSC Trust Fund. Vendor approval will come from the PSC Advisory Council.

Year One:

Devices	Number	Unit cost	Total Cost
TDDs	150	\$275.00	\$46,200.00
Amplified Phones	25	\$ 65.00	\$ 1,625.00
Phone Amplifiers	25	\$ 11.00	\$ 275.00
Printed Materials	1,000	estimate	\$ 500.00
UPS Postage		estimate	\$ 600.00
Indirect Cost to AIDB		5%	\$ 2,410.00
Request for Year One:			\$50,610.00
Additional request made due to equipment demand			\$10,000.00
Grand Total for Year One			\$60,610.00

Year Two:

Devices	Number	Unit Cost	Total Cost
TDDs	150	\$275.00	\$41,250.00
Amplified Phones	150	\$ 65.00	\$ 9,750.00
UPS Postage		estimate	\$ 300.00
Part-Time Clerk			\$5,710.00
Fringe Benefits			\$2,921.00
Indirect Cost to AIDB		5%	\$2,996.55
Total for Year Two:			\$62,927.55

FISCAL YEAR DATE

The ATAP program will be funded by the PSC in July of each year. The first year may begin prior to July in order to establish the ATAP application process.

HOW TO QUALIFY FOR ATAP

- Be an Alabama resident (proof of residency can be shown by most current telephone bill)
- Be at least 12 years old (persons under age must have application signed by parent/guardian)

- Be certified as having one of the following disabilities: deaf, hard-of-hearing, and/or speech impairment
- Have telephone service in your home
- Be a recipient of SSI (Social Security Income); SSDI (Social Security Disability Income); or disability income from another source (copy of award letter required)
- Be 62+ years old (proof of age required)

EQUIPMENT PICK UP PROCEDURE

Equipment will be ordered through and housed at AIDB's Birmingham Regional Center. Once received, each Regional Director will send the ATAP application to the Birmingham Regional Center, and equipment will be mailed by the United Parcel Service to the designated AIDB Regional Center. The recipient will pick up their device at the respective AIDB Regional Center (Please see Attachment C.).

APPLICATION PROCESS

See attached sample application brochure (Attachment D). Should an individual move out of state, the equipment must be return to the ATAP program within 30 days.

COST

The equipment ordered is the property of ATAP/PSC. This is at no cost to qualified consumers.

This is a proposal budget for Year Two of a three-year grant process.

Signatures:

Dr. Joseph F. Busta, Jr., AIDB President

Date: _____

Ms. Judy Mclean, Director, PSC Advisory Staff

Date: _____

Dr. Terry Graham, Director
AIDB Office of Health Evaluation and Outreach

Date: _____

Carl Evans, PSC Advisory Council Representative

Date: _____

Jerry Renfroe, PSC Advisory Council Representative

Date: _____

John Teague, PSC Advisory Council Representative

Date: _____



NEWS RELEASE

Institutional Advancement

FOR MORE INFORMATION CONTACT:

Jessica L. Edmiston
Assistant Director of Grants and Communications
256-761-3470
jedmi@aidb.state.al.us

July 10, 2000

In today's communication-rich environment, it is not uncommon to see people conversing on cell phones, surfing the Internet, or checking personal pagers. With the advancement of technology, one might think that everyone has access to one of the most basic tools of communication—the telephone. But, this is not true for many deaf, hard-of-hearing and speech-impaired residents of Alabama.

Without adaptive devices to use with a standard phone, many deaf, hard-of-hearing and speech-impaired Alabamians do not enjoy the luxury of ordering take-out, catching up with old friends, or taking care of every day personal business.

The Alabama Public Service Commission (PSC), through the Alabama Telecommunications Access Program (ATAP) will change that. The PSC awarded the Alabama Institute for Deaf and Blind (AIDB) a three-year grant of more than \$50,000 per year to provide for and to distribute free assistive telephone equipment to qualified individuals who are deaf, hard-of-hearing, or speech-impaired.

Administered through AIDB's eight Regional Centers located across the state and AIDB's Talladega campus, the Birmingham Regional Center will serve as a

clearinghouse for equipment distribution. The equipment, such as Telephone Devices for the Deaf (TDDs) and sound-amplified telephones, will allow persons who are deaf, hard-of-hearing and speech-impaired to utilize the Alabama Telephone Relay System (ATRS) to its fullest potential. And, by making sound-amplified devices available to hard-of-hearing individuals, these consumers will be able to utilize a regular telephone.

“Supplying the proper equipment to this population of individuals will enable them to communicate at the same level of their hearing peers, which adds to a person’s self-worth and independence,” AIDB President Joseph F. Busta, Jr., said. “I am pleased AIDB and the PSC have come together to create another mechanism to improve the quality of life of people who are deaf, hard-of-hearing and speech-impaired.”

The program estimates purchasing 168 TDDs, 25 sound-amplified phones and 25 amplified devices the first year. The ATAP will take into consideration the following year’s budget based on demand from the first year, thus potentially making the second budget year less or more than the proposed \$50,000, based on supply and demand of Alabama communities.

“This is a tremendous step toward breaking down the telephone communication barrier for the deaf citizens in Alabama,” AIDB Dothan Regional Director Ricky Holman, said. “Due to the high cost of TDDs (Telephone Device for the Deaf), many deaf citizens are unable to afford the devices to access telecommunication. With the implementation of this wonderful program, we will see the barriers removed and help all deaf citizens in Alabama have equal access to the telecommunication services.”

Holman is hard-of-hearing and uses a TDD and the Alabama Relay Service to communicate via the telephone.

To receive one of these devices through the program, a person who is deaf, hard-of-hearing or speech-impaired must take or mail his or her "Disability Verification" form to a licensed physician, audiologist, speech pathologist, rehabilitation counselor or a designated person in each AIDB Regional Center. This person, acting within the scope of their license, will certify that each person has a disability requiring supplementary phone equipment and that the person can benefit from the equipment. This licensed individual will then mail or take the disability verification form to the closest AIDB Regional Center for the consumer to pick up the device requested.

In addition to being deaf, hard-of-hearing or speech impaired, to qualify for one of the free devices, one must be an Alabama resident, be at least 12 years old, have or have applied for telephone service, be a recipient of Social Security Income or Social Security Disability Income or be 62 years old or older.

Subject: [USA-L News] Grant provides communications equipment for 200
Date: Thu, 10 Aug 2000 07:30:37 -0400
From: "Philip N. Moos" <pmoos@pluto.njcc.com>
Reply-To: USA-L News-owner@egroups.com
To: pmoos@pluto.njcc.com

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>From the newsroom of the Mobile Register, Alabama, Thursday, August 10, 2000

Grant provides communications equipment for 200
Staff Report

More than 200 hearing- and speech-impaired Alabamians are now able to obtain new equipment to that will let them use telephones.

Thanks to a \$50,000 grant from the state Public Service Commission, more than 160 devices that make it possible for deaf people to communicate on the phone, as well as about 50 sound amplifiers for people who are hard-of-hearing, will be distributed across the state, according to the Alabama Institute for the Deaf and Blind.

People needing these devices can get a disability verification from their doctors or from their local AIDB regional center.

The centers will then provide the devices.

To qualify, the person must also be a resident of Alabama, be at least 12 years old, have or have applied for telephone service, and be a recipient of Social Security Income or Social Security Disability Income, or be 62 years old or older.

The telephone devices for the deaf (TDDs), which convert voice to text, can cost more than \$300 each.

More than 16,000 deaf people live in Alabama, and only about 600 are listed in telephone directories as having TDDs, according to AIDB.

For information, call Debi Robbins and Patrice Gonzalez at the AIDB regional center in Mobile at 432-7777.

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APPENDIX G

SAMPLE PHONE BILL AND DIRECTORY INFO



BellSouth Local and Local Toll Charges

Customer Service: 557-6500

Online: www.bellsouth.com/blsc

Monthly Service September 5 through October 4

Basic Services

	Quantity	Amount
1. Federal Universal Service Charge	1	\$.49
<i>This is a per line charge to recover the amount telecommunications providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.</i>		
2. FCC Local Number Portability Line Charge - Line	1	.35
<i>A charge to recover the cost of the technology that makes it possible to change your local telecommunications provider and keep the same telephone number.</i>		
3. Residential Line	1	15.30
4. Emergency 911 Service	1	.81
<i>Your local government asked you to pay a small charge each month to help provide for emergency service in your community.</i>		
5. FCC Charge for Network Access	1	6.00
<i>A charge to recover costs associated with connecting to a telecommunications service provider's interstate network.</i>		
6. Telecommunications Relay Service	1	.15
<i>A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers.</i>		

Total Basic Services \$23.10

Monthly Service September 5 through October 4 \$23.10

Taxes

	Amount
7. Federal Tax	\$.66
8. State/Local Tax	1.30

Total Taxes \$1.96

Total Local and Local Toll Charges \$25.06



Information For Customers With Disabilities

OPERATOR/DIRECTORY ASSISTANCE

Call 1-800-855-1155

(TTY* only. There is a charge for this nationwide service provided by AT&T.)

ALABAMA TELEPHONE RELAY SERVICE

This service, implemented by the Alabama Public Service Commission, allows customers who use Text Telephones (TTY) to communicate with others. Special operators translate TTY messages into speech for non-TTY users and vice versa. No charges apply to local calls. BellSouth and other local telephone companies collect 15 cents per month per phone line from every customer. The collected monies go into a trust fund to operate the Alabama Relay Center. For information call **1-800-548-2546** (TTY only) or **1-800-548-2547** (Voice only).

For 711 Access Implementation:

Both Text Telephone (TTY/TDD) users and hearing callers can dial 7-1-1 to reach the Alabama Telephone Relay Service (ATRS). The existing 800 numbers for ATRS remain available: **1-800-548-2546** (TTY/TDD only) and **1-800-548-2547** (Voice only).

The Telephone Relay Service is available any time night or day, seven days a week. ATRS calls can be placed to anywhere in the United States as well as internationally to English-speaking persons.

Here is how ATRS works: Someone who is deaf, hard-of-hearing or has a speech disability types on a Text Telephone (TTY/TDD). An ATRS Communications Assistant (CA) reads the message to the hearing person at the other end of the line. The CA then types the hearing person's words back to the TTY/TDD user. Each call ATRS handles is held strictly confidential, and no record of the conversation is kept.

Speech-to-Speech (STS) Relay Service, which allows speech-disabled persons with a voice synthesizer to complete calls, is only available through ATRS by dialing **1-800-229-5746**.

PLEASE NOTE: 7-1-1 is ONLY to be used to call ATRS. Dial 9-1-1 for EMERGENCIES.

PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long-distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long-distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

* Text Telephone

APPENDIX H

SAMPLE FUND SETTLEMENT



Name: MS. SHERI FOWLER
Account Number: 502-00001
Invoice Number: TR02080828

Monthly Charges

	<u>Date(s)</u>	<u>QTY</u>	<u>Item</u>	<u>Detail</u>	<u>Amount</u>
1	07/01/2002 - 07/31/2002	1	M905I	AL RELAY & OSD CHARGE RELAY MIN VOL 215,151.26 OSD MIN VOL 5,739.40 AT \$0.89 RATE PER MIN	196,592.69
Total					196,592.69

Payments

	<u>Date</u>	<u>Detail</u>	<u>Amount</u>
1	08/13/2002	PAYMENT	191,401.39
2	08/15/2002	PAYMENT	183,247.97
Total			374,649.36

Thank you for your payment(s)